

BID DOCUMENTS

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1. Invitation for Bids

(Information analysis and Needs Assessment Survey for the Bhutan Portal)

February 12th, 2007

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1. The Department of Information Technology and Department of Information and Media under the Ministry of Information and Communications have developed the Bhutan Portal (www.bhutan.gov.bt) which is the national government portal of Bhutan. This portal was started from 2004 with the objective of being a one-stop information source for all government information about Bhutan and a portal to link other government websites and links to information in other government websites. Currently, we have linked most of the Government websites, as well as websites of autonomous agencies, corporations, non-government organizations, embassies and international agencies. We have also listed information such as Acts, Forms, Rules and Regulations, Publications, Reports and Statistics, national standards and services from various other websites.

The Consultant will be required to perform the following task.

- (i) To compile a comprehensive listing of the government information available in the websites of government and non-government organization in Bhutan.
 - (ii) To determine the comprehensiveness, quality and currency of the information in the websites.
 - (iii) To determine the user-friendliness of the presentation of the information.
 - (iv) To survey and make an analysis on the information needs of various user group of the Bhutan Portal
 - (v) To make recommendations on government websites to better meet the needs of the users.
2. Department of Information Technology, MoIC, (“the Employer”), invites sealed bids from Bhutanese, firms for consultancy services as detailed out in the Terms of Reference.
 3. Interested bidders may obtain further information from, and inspect and acquire the bidding documents, at the office of the Employer, at Department of Information Technology, MoIC, Thimphu.
 4. A complete set of bidding documents may be purchased by eligible bidders from the above office from 14th February, 2007 to 12th March, 2007 (during office hours),and upon payment of

a non refundable fee of Nu 200/-. Alternatively, the forms can be downloaded from dit.gov.bt. For bidders who opt for this, NU 200/- must be provided in bank draft in favour of Director, DIT, Ministry of Information and Communications along with the completed bid forms and other documents during the bid submission.

5. All bids must be accompanied by a bid security of **Nu 1,500/- (One Thousand Five Hundred)** in the form of demand draft or cash warrant and must be delivered in favour of Director, DIT, Ministry of Information and Communications on or before 10.00 am of 12th March 2007. Bids will be opened at 3.00 pm on the same day in the presence of bidders or their representatives choosing to attend at the DIT Conference hall, Thimphu.

2. Instructions to Bidders

1. The Department of Information Technology wishes to receive sealed bids for providing the services as detailed out in the Terms of Reference.
2. The successful bidder will be expected to complete the tasks within 45 days from the date of signing the contract.
3. This invitation to bid is open to Bhutanese firms having legal status to provide such services.
4. The bidder shall furnish the following documentary evidence:
 - a) A profile of the firm.
 - b) Valid Trade license or other documents to prove the legal status and place of registration of the business.
 - c) A record of similar assignments carried out by the firm in the last 3-5 years.
5. The bidder shall furnish Nu 1,500/- as bid security in the form of bank draft or certified check or guarantee from reputable bank. The bid security should be valid for 60 days after the date of bid opening. Any bid not accompanied by an acceptable bid security shall be rejected as non-responsive.
6. The bid security of unsuccessful bidders will be returned as promptly as possible, after the expiry of the bid validity period. The bid security of the successful bidder will be returned when the bidder has signed the agreement and furnished the required performance security.
7. The bid security may be forfeited if (a) the bidder withdraws its bid during the period of bid validity specified in the bid form; (b) if a successful bidder fails to sign the contract and (c) if a successful bidder fails to furnish the performance security.
8. The bidder shall bear all the costs associated with preparation and submission of bids and also any costs incurred in gathering information that may be necessary for the preparation of the bid.
9. The bidding documents are those stated below.
 - i) Invitation for bids.
 - ii) Instructions to bidders.
 - iii) Terms of Reference.
 - iv) Bid Form

- v) Bid Security Form (sample).
- vi) Contract Agreement Form (sample).

The bidder is expected to carefully examine and understand the content of the bidding documents.

10. A prospective bidder requiring any clarification on the bidding documents may notify the Employer in writing or by fax.
11. At any time prior to the deadline for submission of bids, the Employer may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by issuing addenda. In such a case the Employer may extend the deadline for submission of bids.
12. The bid submitted by the bidder shall comprise the following:
 - a. Duly completed and signed Bid Form.
 - b. Bid security in the form of Bank Guarantee/ Cash Warrant/ Demand Draft)
 - c. Company profile
 - d. Valid Trade License or other documents to prove the legal status and place of registration of the business of the firm.
 - e. Work Schedule

All information provided will be subject to verification by the Employer. Submission of incomplete or unsigned forms will result in rejection of the bid as non-responsive.

13. The Employer intends to apply the following criteria for selection:
 - a. The bid price- 60%.
 - b. Company profile and previous experiences -40%
14. The project estimate and rates shall be quoted in Ngultrums.
15. Bids shall remain valid for a period of 90 days after the date of bid opening.
16. The bidder must submit the bids in original (sealed) addressed to the Director, Department of Information Technology, MoIC.
17. The bidder must submit the bid latest by 10:00 am on 12th March, 2007.
18. The bid will be opened on the same day at 3PM in the DIT Conference Hall, Thimphu. Interested bidders or their representatives can attend the same.
19. Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any persons not officially concerned with such process until the award to the successful bidder has been announced. Any efforts by a bidder to influence the Employer's processing of bids or award decision may result in rejection of the bidder's bid.

20. To assist in the examination, evaluation and comparison of bids, the Employer may, at its discretion, ask any bidder for clarification of its bid. This will be done in writing, but no change in substance or price of the bid will be sought.
21. The Employer will evaluate and compare only those bids determined to be responsive in accordance with requirements specified in the bidding document.
22. The Employer will award the Contract to the bidder whose bid has been determined to be substantially responsive to the bidding documents and who has met all the criteria decided by the Tender committee.
23. The Employer reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Employer's action.
24. Prior to the expiry of the period of bid validity prescribed by the employer, the Employer will notify the successful bidder by email confirmed by registered letter that its bid has been accepted. This letter (herein called the "Letter of Acceptance") shall name the sum, which the Employer will pay the Contractor for the execution of the works as prescribed by the Contract (herein and in the Conditions of Contract called "the contract Price"). This notification of award will constitute the formation of the Contract.
25. Upon furnishing by the successful bidder of a performance security, the Employer will promptly notify the other bidders that their bids have been unsuccessful.
26. At the same time that the Employer notifies the successful bidder that its bid has been accepted, the Employer will send the bidder the Contract Form Agreement provided in the bidding documents, incorporating all agreements between the parties.
27. Within 10 days of receipt of the Contract Form Agreement, the successful bidder shall sign the form and return to the Employer.
28. Within 10 days of receipt of the notification of award from the Employer, the successful bidder shall furnish to the Employer a performance security amount of 10 percent of the Contract price in accordance with the conditions of contract.
29. If any discrepancy arises which is not sufficiently dealt with by the clauses herewith, the same will be resolved using the latest Financial Manual of the Royal Government of Bhutan.
30. In case of a failure of the successful bidder to meet the contract obligations in the prescribed time, the firm will be liable to pay 1% of the Contract price as liquidity damages for every day after the dead line, to the maximum limit of 10% of the contract price.
31. The decision of the tender committee will be final and binding.

3. Terms of Reference

Information Analysis and Needs Assessment Survey for the Bhutan Portal

Background

The Department of Information Technology and Department of Information and Media under the Ministry of Information and Communications have developed the Bhutan Portal (www.bhutan.gov.bt) which is the national government portal of Bhutan. This portal was started from 2004 with the objective of being a one-stop information source for all government information about Bhutan and a portal to link other government websites and information in other government websites.

Currently, we have linked most of the Government websites, as well as websites of autonomous agencies, corporations, non-governmental organizations, embassies and international agencies. We have also listed information such as Acts, Forms, Policies, Rules and Regulations, Publications, Reports and Statistics, national standards and services from various other websites. However, the information list in the Portal is not exhaustive so a survey and analysis of information currently in the other organizations' websites has to be carried out.

Providing the information needed by the different user groups of the Portal is critical to the success of the Portal and efficient use of Web Technology even in other Governmental website to disseminate Government services. Thus an information needs survey has to be carried out focusing on the needs of key user groups of the Bhutan Portal such as, government employees, rural people, business people, general public, students, expatriates, tourists, Bhutanese living abroad, etc. This needs analysis will help in getting required information in the websites of the particular organization's website as well as in the Bhutan Portal.

Objective of the Task

The main objectives of the task are:

- (i) To compile a comprehensive listing of the government information available in the websites of government and non-government organization in Bhutan.
- (ii) To determine the comprehensiveness, quality and currency of the information in the websites.
- (iii) To determine the user-friendliness of the presentation of the information.
- (iv) To survey and make an analysis on the information needs of various user group of the Bhutan Portal
- (v) To make recommendations on government websites to better meet the needs of the users.

Scope of the Task

This task is comprised of the following sub-tasks:

1. Information survey on Government Websites

The consultant is expected to browse the websites listed currently in the portal and make a report on the information available on them. The number of websites to browse will be around 50 and will include all government websites and some other organizations website. The information lists of interest are:

- Forms
- Acts
- Rules and Regulations
- National Standards
- Circulars
- Reports and Statistics
- Policies
- Publications
- Service in the form of online services as well as procedure to carry out tasks
- Tenders
- Profile of the organization: name, background, structure, who's who, location, contact numbers and addresses;
- Function of the organization, mandate
- Write-ups on past achievements, current projects, future plans
- Forms for the general public to make enquiries and complaints
- Feedback form

The consultant shall browse the website and either list the information if the information is available in the website along with the URL (universal resource locator) or mention if not available. This task is to be carried out prior to the other tasks listed below.

2. Make report on information available on the websites surveyed

The consultant will have to produce a report on the information available on the websites browsed. The reports shall consist of, the name of the content and its URL (Universal Resource Locator) if the information exist in the website, or comment indicating the in-availability of such information, if the information does not exist. The format of the report will have to be consulted with the counterpart from DIT.

3. Drafting of questionnaires

The consultant shall draft the questionnaires for the information needs assessment survey. The user groups have been divided as follows:

- Government Employees
- Business People
- Rural People

- Expatriates
- Tourists
- Students
- Bhutanese people abroad
- General Public

The consultant will have to draft different set of questionnaires for different user groups taking into account their background and their respective information needs, however most of the questions can be used for all the user groups.

The consultant should also make a questionnaire about the awareness of Bhutan Portal. This will basically consist of questions about the users knowledge about the Bhutan Portal, about the information content of the Bhutan Portal and what features the users would like to have in the Bhutan Portal.

4. Conducting the survey

The consultant shall carry out the survey on 10 people from each user group. The survey should be conducted on as much diverse people from each user group as possible, and also on a gender equality basis to get a wider view on their information needs. The survey is to be conducted only in Thimphu and if possible, in neighboring dzongkhags like Paro, Punakha and Wangdi.

5. Generate Information Needs Analysis

The consultant should make a report on the information needs analysis and present the findings to the department.

6. Make Recommendations to improve the websites.

The consultant will also have to make a general recommendation on what needs to be improved in the current websites of the Government Organizations in line with the findings of the information needs survey.

Duration of the Work

The duration of the complete work is one and a half months. The consultant is required to submit a work schedule when submitting a bid for this job. The activities should be completed in the sequence mentioned above. We expect the consultant to finish browsing the aforementioned websites and making a report on the information present in these sites in 2 weeks time. The questionnaires for the survey should be made in the week which will be followed by the field survey and information analysis and report writing for two weeks. The final week will be dedicated to making presentation on the draft reports, making changes to it and finalizing the reports. This is however a tentative schedule and the work schedule will be finalized upon discussion with the consultant.

Provision to the Firm from the Department

The Consultant will work from their office for all the work and make presentations at the end of each phase. However, for the first task, i.e. to browse government and non-government website, the consultant may visit the premises of the Department for Internet connectivity. An office space will be provided with internet connectivity for the duration of the first task.

Expected Output

At the end, the consultant is expected to produce the following:

1. Report on information present in the websites provided by us.
2. Report on information needs analysis of various user groups of the Bhutan Portal.
3. Report on the awareness of Bhutan Portal.
4. Recommendations for the betterment of Government websites.

Qualification and Experience

The consultant to be deployed for this task should have the following minimum qualification:

- Bachelors Degree
- Knowledge about internet technology will be preferred.
- Computer knowledge and knowledge about popular file types will be preferred.

Following experience will be required of the firm:

- The firm should have conducted survey more preferably in similar field
- The firm should have good experience using analysis software's for report generation.
- The firm with experience in similar field will be preferred.

4. Contract Agreement Form (Sample)

THIS AGREEMENT made on2007, between Department of Information Technology, MoIC of the Royal Government of Bhutan (hereinafter “the Employer”) of the one part and(hereinafter “the Contractor”) of the other part.

WHEREAS the Employer is desirous of conducting a survey on the information available currently in the Government Websites as well as Information needs assessment of various user groups of Bhutan Portal, it seeks the Contractor to help the RGoB in conducting the necessary survey, producing relevant reports and making recommendations on making the Bhutan Portal and other government portal more efficient. The tasks shall be completed by the Contractor at the cost of

Nu. _____ (Ngultrum _____)
_____) only,

and has accepted a Bid by the Contractor for the execution and completion of such works within 10 days of awarding the contract.

This agreement has been signed in agreement to the following terms and conditions:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and construed as part of this agreement , viz:
 - a. The letter of Acceptance (Notification of Award);
 - b. The Bid documents which includes the Terms of Reference.
3. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to provide the specified services, and to remedy defects and shortfalls therein in conformity in all respects with the provisions of the Contract.
4. The Employer hereby covenants to pay an advance of not more than 25% of the contract price subject to furnishing of letter of guarantee from a reputed financial institute. The rest of the amount shall be paid upon the successful completion of the contract as determined by the employer.
5. Any notice under this Contract shall be in the form of letter, telex, cable or facsimile. Notices to either party shall be given at such address, unless subsequently modified by either party in writing.

For the Employer:

Tenzin Chhoeda
Director

For the Contractor:

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IN WITNESS WHEREOF, the parties hereto have caused this contract to be executed in accordance with law of the Kingdom of Bhutan the day and year written above.

.....
(Signature of Employer)

.....
(Signature of Contractor)

.....
(Authorized Signature)

.....
(Authorized Signature)

Signed in the presence of:

.....
(Witness to the Employer's Signature)

.....
(Witness to the Contractor's Signature)

5. Bid Form (Sample)

Name of Contract: Information Analysis and Needs Assessment Survey for Bhutan Portal
To: The Tender Committee
For the Department of Information Technology
Ministry of Information and Communications

1. Having examined the Conditions of Contract, for the execution of the above - named Works we, the undersigned, offer to execute and complete such Works and remedy any defects therein in conformity with the Conditions of Contract, for the sum of Nu. _____

_____ (Ngultrum _____)

only.

2. We undertake, if our Bid is accepted, to commence the Works as soon as is reasonably possible and to complete the whole of the Works comprised in the Contract within the time stated in the Bid, which is 30 days after signing of the contract.

3. We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this _____ day of _____ 20 _____

Signature _____ in the capacity of _____
_____ duly authorized to sign bids for and on behalf of _____

[in block capitals or typed]

Address

Witness

Address

6. Bid Security Form (Sample)

FORM OF BID SECURITY (BANK GUARANTEE)

WHEREAS, _____[Name of Bidder] (hereafter called “the Bidder”) has submitted his bid dated _____[Date] for Information Analysis and Needs Assessment Survey for Bhutan Portal (hereinafter called “the Bid”).

KNOW ALL MEN by these presents that We _____[Name of Bank] of _____[Name of Country] having our registered office at _____[hereafter called “the Bank”] are bound unto _____[Name of Employer] (hereafter called “the Employer”) in the sum of _____for which payment well and truly to be made to the said Employer the Bank binds himself, his successors and assigns by these presents.

SEALED with the Common Seal of the Said Bank this _____day of_____2007.

THE CONDITIONS of these obligations are:

1. If the Bidder withdraws his Bid during the period of bid validity specified in the Form of Bid: or
2. If the Bidder having been notified of the acceptance of his Bid by the Employer during the period of bid validity:
 - a. Fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidders, if required;
Or
 - b. Fails or refuses to furnish the Performance Security, in accordance with the Instructions to Bidders,

we undertake to pay to Employer up to the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date _____, 60 days after the deadline for submission of bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Employer, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

DATE _____ SIGNATURE OF THE BANK _____

WITNESS _____ SEAL _____

(Signature, Name, and Address)