Section II: Schedule of Requirements

eSourcing reference: RFQ/2025/59863

TERMS OF REFERENCE

Procurement of Website Development and Revision for the Livelihoods and Food Security Fund (LIFT)

Background

As the largest development actor in the country, the Livelihoods and Food Security Fund (LIFT) addresses structural drivers of poverty and food insecurity through diverse, locally anchored programmes.The United Nations Office for Project Services (UNOPS) is the Fund Manager for LIFT, administrating the funds and providing monitoring and oversight services.

Strategic Direction: By promoting sustainable livelihoods for individuals and supporting agricultural food systems and value chains, LIFT strengthens the resilience of poor and vulnerable households, often through community-led initiatives. LIFT is committed to prioritizing at-risk, marginalized, and disadvantaged groups.

LIFT works with a broad range of implementing partners, including non-governmental organizations, United Nations agencies, the private sector, civil society, and academic and research institutions. For more details visit www.lift-fund.org

Purpose of this Procurement

The purpose of this procurement is to design, develop, and revise the official public website of the Livelihoods and Food Security Fund (LIFT)- www.lift-fund.org managed by UNOPS. The website will serve as a key communication and visibility platform to showcase LIFT's results, share knowledge, and engage with stakeholders. It must be responsive, secure, user-friendly, and scalable for future upgrades, including multilingual content and advanced functionalities. The website also acts as a file repository of LIFT's reports, project profiles, news and impact stories.

Therefore, LIFT would like to continue to maintain the hosting, with regular backup, and necessary support services eg. Fixing the ad-hoc errors or updating the contents that need technical support.

Required Qualifications and Eligibility of the Supplier

The supplier shall:
- Be a legally registered entity with valid incorporation/registration documents.
- Have at least 3 years of proven experience in website development, IT solutions, and digital communications.
- Demonstrate a successful track record in website development.
- Be capable of delivering responsive, multilingual, user-friendly, and secure websites, including:
- content migration and multimedia integration (videos, graphics, infographics).

- SEO optimization and XML sitemap setup.
- Social media and Google Analytics integration.
- Provide secure hosting, maintenance, and regular CMS/server updates, including firewall and security monitoring.
- Ensure availability of a qualified technical team, including: project manager/contact person dedicated to liaising with LIFT/UNOPS.
- Have prior experience working with UN agencies, INGOs, or development organizations (desirable).
- Be familiar with UNOPS and LIFT visibility/branding guidelines (an asset).
- Comply with UNOPS procurement rules and payment terms.
- Ensure data confidentiality, copyright, and intellectual property rights, with all deliverables becoming the property of LIFT/UNOPS.
- Be able to provide supporting documentation upon request, including:
- Company registration and tax compliance certificates.
- Portfolio of similar projects with references/URLs..

Itemized Service Specifications

1. Website Design and Development

- Platform: Open-source, secure, flexible and user friendly.
- Features: Responsive design optimized for desktop, tablets, and mobile devices.
- Branding: Must follow UNOPS and LIFT visibility guidelines.
- Compatibility: Chrome, Firefox, Safari, and Edge.
- Deliverables: Design prototypes and final approved website templates.

2. Content Integration

- Initial content migration of documents, text, and media files supplied by LIFT, sufficient to ensure full functionality of the website at launch.
- Multimedia integration (videos, graphics, infographics).

3. Functional Requirements

- Content revision tracking system (with version control).
- Unlimited user registration and role-based access.
- Internal site search and AI-powered search integration.
- Search Engine Optimization (SEO) with editable meta tags and XML sitemap.
- Social media integration (Facebook, Instagram, Twitter/X, LinkedIn).
- Spam protection for online forms.
- Google Analytics setup.
- Automated daily database backups.

4. Hosting and Security

- Hosting on secure, optimized servers with enough storage and high-performance capacity.
- Regular CMS and server security updates.

- Firewall setup and monitoring.

5. Training and Support

- At least 2 hours of training for LIFT staff on content management.
- Pre-launch bug fixing and testing.
- Ongoing technical support: Minimum 2 hours/month remote support included in the hosting package.
- Scalable support beyond the allocated hours available on request.

Branding

- The website must comply with UNOPS and LIFT branding/visibility guidelines.
- All design prototypes must be reviewed and approved by LIFT.

Quantity / Deliverables Summary

- Website Design Prototype(s): within 4 weeks after contract signing.
- Fully functional Website: within 8-10 weeks after design approval.
- Administrator Manual and Technical Documentation.
- Training Session(s) for LIFT staff.
- Hosting and Maintenance Support (Annual).

Payment Terms

- Payment terms shall follow UNOPS financial rules and procurement regulations.
- Payment may be made as a one-time payment after satisfactory completion of services.

Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Experience and Past Performance – Demonstrated track record in web development for international organisations.
- Technical Approach and Methodology – Understanding of requirements, technology stack, and proposed timeline.
- Team Qualifications – Relevant expertise of the proposed personnel.
- Cost-effectiveness – Value for money and sustainability.
- Support and Maintenance – Quality and scope of post-launch support.