Request For Quotation (RFQ)

Quotation No. **AF/RFQ/25043001**	Date: 30/04/2025

RFQ For	

Arannayk Foundation is requesting the prospective organization/firm/individual from Bangladesh to submit their price quotation to redevelop the Arannayk Foundation's website as per the terms and conditions attached herewith as Annex-1.

1. A forwarding letter should include the RFQ reference number with the proposal.
2. Quotation must be submitted according to the ToR attached herewith.
3. Quotation must be signed on every page by the responsible person of the organization/firm/individual and submit in a closed/sealed envelope or electronic mail on or before 17:00 hrs, 15 May 2025. No quotation will be accepted after that time.
4. Organization/farm/individual must submit a brief business portfolio, copy of Trade License, TIN certificate, VAT certificate, Bank Account information. No quotation will be accepted without those documents.
5. The quoted price should be inclusive of taxes. TDS and VDS will be deducted at source during payment which may be changed and adjusted accordingly as per the Government regulations.
6. Work should be completed by 4 weeks after signing the contract.

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Bangladesh Tropical Forest Conservation Foundation
Arannayk Foundation Dhaka

Distribution:

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2. Manager Finance & Admin, Arannayk Foundation
3. Notice Board, Arannayk Foundation

Annex -1

Website Redevelopment ToR

Publish Date:	04 May 2025
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Contents

1. Introduction 3
2. Background 3
3. Objectives 3
4. Scope of Work 3
5. New Features & Functionalities 3
6. Technical Development 4
7. Testing & Deployment 4
8. Deliverables 4
9. Timeline 5
10. Hosting & Maintenance 5
11. Service Level Agreement (SLA) Penalties 6
12. Ownership and Access 6
13. Transition Support 6
14. Budget 6
12. Roles & Responsibilities 6
13. Evaluation Criteria 7
14. Contact for Clarification 7
15. Confidentiality 7

1. Introduction

Arannayk Foundation invites proposals from qualified web development agencies or firms for the design, development, deployment, and hosting of a new organizational website. The aim is to create a modern, secure, user-friendly platform based on our current structure, content, and aesthetics of our website (www.arannayk.org) with significant performance improvements, integration with other applications, payment gateways, user experience, and security.

2. Background

Arannayk Foundation is one of the leading organizations dedicated to forest conservation and environmental sustainability in Bangladesh. Our current website (https://arannayk.org/) provides information on our programs, projects, research, and impact, serving as a key platform for disseminating information, engaging stakeholders, and promoting initiatives. To enhance user experience, functionality, and outreach, Arannayk Foundation seeks to redevelop its website with modern features, improved navigation, and interactive elements.

3. Objectives

I. To develop a dynamic, responsive, secure, user-friendly and visually appealing interface.
II. To introduce new functionalities such as a login panel, newsletter subscription, video flash, and dynamic content management.
III. To improve website performance, security, and search engine optimization (SEO).
IV. To enhance stakeholder engagement through interactive features and multimedia integration.
V. To retain and enhance the structure, content, and visual aesthetic of the current website.
VI. To ensure ease of content management through a CMS.
VII. To host and maintain the website with 99.9% uptime.

4. Scope of Work

Website Design & User Experience (UX)

I. Modern, clean, and professional design aligned with Arannayk Foundation's branding.
II. Ensure mobile responsiveness (compatibility with all devices: desktop, tablet, mobile).
III. Accessibility compliance (WCAG 2.1 standards).
IV. Improved Navigation structure for easy access to key sections (Projects, Publications, News, About Us, etc.).

5. New Features & Functionalities

User login and registration panel

I. Secure login system for staff, partners, and registered users.
II. Role based access control (admin, editor, contributor, guest).

III. Password recovery & user profile management.

Newsletter Subscription Panel

I. Integration with email marketing tools (e.g., Mailchimp, Sendinblue).
II. Automated confirmation emails & subscription management.

Video Flash & Multimedia Integration

I. Embed video galleries (e.g., YouTube/Vimeo integration).
II. Slideshow/carousel for featured content.

Dynamic Content Management

I. Blog/news section with categories & tags.
II. Event calendar & registration system.
III. Social media integration (sharing buttons, live feeds).

Donation & Support Module

I. Secure online donation gateway (e.g., PayPal, Stripe, International and local payment methods).
II. Fundraising campaign tracking.

Search Functionality

I. Advanced search with filters (by date, category, keywords).

6. Technical Development

- CMS Platform WordPress/ Laravel (or custom CMS based on requirements)
- SEO optimization (on-page SEO, meta-tagging, site maps).
- Speed optimization (lazy loading, image compression).
- SSL certificate setup and HTTPS encryption.
- Secure backend and user access management.
- Regular backups and disaster recovery mechanisms.

7. Testing & Deployment

- Full testing across devices, browsers, and operating systems.
- Security, performance, and load testing.
- UAT (User Acceptance Testing) and feedback incorporation.
- Final deployment with minimal downtime.

8. Deliverables

Design Phase:

- Wireframes & mockups for approval.
- UI/UX design guidelines.

Development Phase:

- Fully functional website with all new features.
- Admin & user manuals.

Post Launch:

- Training for content management.

9. Timeline

- 4 weeks after signing the contract.

10. Hosting & Maintenance

Hosting and Maintenance Services

The selected agency/firm will be responsible for providing comprehensive hosting and maintenance services. The following terms and conditions will apply to ensure service reliability, risk mitigation, and crisis management:

10.1. Hosting Services

- Server Requirements: The website must be hosted on a reliable, secure server with a minimum uptime guarantee of 99.9% per month.
- Backup and Recovery: Full backups must be performed at least daily, stored securely offsite, and readily available for restoration.
- Scalability: The hosting solution must accommodate future website traffic increases without performance degradation.
- Security: Hosting must include a valid SSL certificate, firewall protection, malware scanning, and DDoS attack prevention.
- Location of Servers: Preference for hosting servers located within Bangladesh or in a geographically secure location ensuring high data protection standards.

10.2. Maintenance Services

- Regular Updates: All core CMS, plugins, security patches, and other site components must be updated monthly or immediately if a critical vulnerability is identified.
- Monitoring: Continuous (24/7) website uptime and performance monitoring must be provided.
- Technical Support:
  I. Response time for minor issues: within 24 hours.
  II. Response time for major issues (site downtime, security breaches): within 2 hours.
  III. Escalation procedures must be outlined and agreed upon.

10.3. Crisis/Problem Situations and Mitigation Responsibilities

The agency must anticipate and immediately address the following possible crisis situations:

Situation	Response Requirements
Server Downtime (planned)	Notify Arannayk Foundation at least 72 hours in advance, stating downtime duration and impact. Schedule during non-peak hours.
Server Downtime (unplanned)	Immediate notification (within 30 minutes), fix within 2 hours. Provide downtime cause analysis report within 24 hours.
Data Breach / Hacking	Immediate action to secure the site. Notify Arannayk Foundation within 1 hour. Conduct full security audit and submit an incident report within 48 hours. Restore the website from clean backup if necessary.

Website Defacement or Malicious Content	Immediate site takedown if needed, notify within 1 hour, recover the clean version within 4 hours. Investigate root cause and prevent recurrence.
Backup Failure	Notify immediately, attempt recovery from alternative backups, and conduct system checks to prevent future failures.
Performance Issues (slow site)	Analyze and resolve performance degradation within 24 hours. Apply optimization techniques as necessary.
Domain/SSL Expiration	Proactively renew domain registration and SSL certificates without service interruption. Notify Arannayk Foundation 30 days before expiration for approvals if needed.
CMS or Plugin Vulnerability	Apply security patches or updates within 24 hours of public disclosure of vulnerabilities. Inform Arannayk Foundation of any major changes.
Hosting Server Change / Migration	Any proposed migration must be formally requested, approved by Arannayk Foundation, and thoroughly tested to ensure no downtime or data loss.
Natural Disasters / Force Majeure	Ensure hosting provider has disaster recovery plans. Communicate disaster impact and service restoration plan within 24 hours of incident.

11. **Service Level Agreement (SLA) Penalties**
    - Failure to maintain 99.9% uptime may result in a service credit or financial penalty (to be negotiated).
    - Repeated security breaches (more than two in a year) may lead to contract termination without penalty to Arannayk Foundation.
    - Unresponsiveness (failure to address critical issues within agreed response times) will trigger escalation to executive management.
12. **Ownership and Access**
    - Arannayk Foundation will retain full ownership of the domain, website content, hosting account, and administrative credentials at all times.
    - The agency must hand over all administrative rights and access credentials upon completion of the project or upon termination of contract.
13. **Transition Support**
    - At the end of the contract, or upon termination, the agency must support seamless migration of the website to a new host or agency at no additional cost.
14. **Budget**

    Bidders are required to submit a detailed financial proposal covering design, development, deployment, hosting, maintenance, and training. Budget should be broken down by major components and phases.

15. **Roles & Responsibilities**

    Arannayk Foundation:
    - Provide timely feedback on deliverables and approval.
    - Share content, images, and necessary materials.

    Selected Agency/Firm:
    - Design, develop, test and deploy the website
    - Regular updates and communication.
    - Ensure adherence to timeline and quality standards.

16. **Evaluation Criteria**

Proposal will be based on

- Experience in similar projects
- Technical feasibility and innovation
- Cost effectiveness and timeline

17. **Contact for Clarification**

For any clarification regarding the ToR, please contact:

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18. **Confidentiality**

All information provided by Arannayk Foundation to the selected agency, and all information developed by the agency for this project, shall be confidential and shall not be disclosed to any other party without prior written consent.