

Caribbean Agricultural Health and Food Safety Agency (CAHFSA)

Call for Expressions of Interest (EOI):

**Website Development and Maintenance of the
Caribbean Agricultural Health and Food Safety Agency
(CAHFSA)**

Information to Vendors

1. Introduction

- 1.1 Vendors are invited to submit a Technical and a Financial Proposal, for services required for the **development and maintenance of a website for the Caribbean Agricultural Health and Food Safety Agency (CAHFSA)**. The proposal will be the basis for a contract with the Caribbean Agricultural Health and Food Safety Agency.
- 1.2 The assignment shall be implemented in accordance with the scope outlined in the Terms of Reference. Please note that: (i) the costs of preparing the proposals are not reimbursable as a direct cost of the assignment; and (ii) CAHFSA is not bound to accept any of the proposals submitted.
- 1.3 CAHFSA's policy requires that vendors provide professional, objective, impartial advice and at all times hold CAHFSA's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests. Vendors shall not be hired for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the assignment in the best interest of CAHFSA.

2. Preparation of Technical and Financial Proposals

- 2.1 Vendors are requested to submit two separate proposals using Standard English – a Technical Proposal and a Financial Proposal.
- 2.2 In preparing the Proposals, vendors are expected to examine the information constituting this Expression of Interest (EOI) in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.
- 2.3 While preparing the Technical and Financial Proposals, vendors must give particular attention to the following:

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- (i) If a vendor considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual vendors(s) and/or other firms or entities in a joint venture or sub-consultancy, as appropriate.

2.4 The Technical Proposal shall provide the following information:

- (i) A brief description of the vendor's recent experience on comparable assignments
- (ii) A detailed description of services and work plan/schedule for performing the assignment
- (iii) Recent CVs of principal/key staff member (s)
- (iv) A detailed description of the proposed methodology

2.5 The Financial Proposal should list all costs associated with the assignment. If appropriate, these costs should be broken down by activity.

3. Submission, Receipt, and Opening of Proposals

3.1 The completed Technical and Financial Proposals must be sent as **PDF files** via email to cahfsa14@gmail.com and copied to spscommunications1@gmail.com, with the subject heading of **"Website Development and Maintenance - CAHFSA"**. The deadline for receipt is **4:30 p.m. (Eastern Caribbean Time) on Friday 15th May, 2015**. Submissions will not be considered unless **all** the elements identified above are received by the stipulated deadline.

4. Proposal Evaluation

4.1 An evaluation team will evaluate the proposals on the basis of their responsiveness to the Terms of Reference.

4.2 After the evaluation of quality is completed, CAHFSA shall notify those vendors whose proposals did not meet the minimum qualifying mark or were considered non-responsive to the EOI and Terms of Reference.

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- 4.3 The successful vendor selected will undertake discussions with a team from CAHFSA pertaining to the Technical and Financial Proposals and the proposed methodology (work plan).

5. Award of Contract

- 5.1 The contract will be awarded following discussions.
- 5.2 The vendor is expected to commence the assignment on the date specified in the schedule.

6. Confidentiality

- 6.1 Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the vendors who submitted the proposals or to other persons not officially concerned with the process, until the successful vendor has been notified that it has been awarded the contract.

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TERMS OF REFERENCE

Title: Website Development and Maintenance for the Caribbean Agricultural Health and Food Safety Agency (CAHFSA)

Background:

The Caribbean Agricultural Health and Food Safety Agency (CAHFSA), was created as an Inter-Governmental Organization by the signing of an Agreement among Member States of the Caribbean Community (CARICOM). Member States of CARICOM originally signed this Agreement establishing CAHFSA in Roseau, Dominica, on March 12, 2010. The Revised CAHFSA Agreement adopted on February 25, 2011 in St. George's, Grenada replaced the originally signed Agreement. In October 2014, CAHFSA became operational with the appointment of a Chief Executive Officer.

Located in Paramaribo, Suriname, CAHFSA is governed by a Board of Directors comprising one representative of each Member State representing the specialized areas of focus of CAHFSA as well as a representative from the CARICOM Secretariat who is represented on the Board as an observer. A Chief Executive Officer and three (3) Department Heads manage the day-to-day activities of the Agency.

Mandate:

CAHFSA is mandated to perform a coordinating and organizing role for the establishment of an effective and efficient regional Sanitary and Phytosanitary (SPS) regime and to execute on behalf of Member States such SPS actions and activities that can be more effectively and efficiently executed through a regional mechanism.

Vision:

To be a leading regional institution of international repute in the application of Agricultural Health and Food Safety Systems.

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Mission:

To enhance regional development in agricultural health and food safety through the application of SPS Measures that meets the expectation of all stakeholders and contributes to the welfare of our citizens.

The services offered by CAHFSA falls under three (3) main areas: Food Safety, Plant Health, and Animal Health.

Scope:

CAHFSA is desirous of having a website that will serve as an effective organisational management tool as well as an efficient communication tool to disseminate information, extend knowledge and facilitate the exchange of ideas among its varied stakeholders. It is critical that the website has: a well-structured and robust Content Management System to support the large volume of documents and functionalities; an interface that is modern and sophisticated; and a navigation that is interactive and consistent. The website should also support CAHFSA's strategic objective of establishing an ICT platform to enable the efficient and effective functioning of CAHFSA in achieving its mandate. In this regard, the vendor should explore ways in which the website serves both internal (private) and external (public) audiences' needs as well as provide efficient database functionalities.

Target Audiences:

In developing the website, bear in the mind CAHFSA's varied audience:

- **The Board of Directors and Management Team (Internal)** – Comprising of a representative of each Member State representing the specialized areas of focus of CAHFSA as well as a representative from the CARICOM Secretariat, the Chief Executive Officer (based in Suriname) and other technical and administrative staff who will need to share and work on confidential documents, communicate directly with each other on a frequent basis and monitor activities on the website. This is the only target group that will require the setting up of email accounts as well user profiles and passwords.

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- **Regional Groups/Institutions/Agencies** – These include but not limited to: the Caribbean Plant Health Directors (CPHD) Forum; the Caribbean Veterinary Network/CARICOM Chief Veterinary Officers (CaribVET/CVOs); Coordinating Group of Pesticides Control Boards of the Caribbean (CGPC); Caribbean Public Health Agency (CARPHA) and the Caribbean Regional Fisheries Mechanism (CRFM). The website must be able to foster communication, interaction and collaboration among regional institutions in an effort to enrich the development and implementation of CAHFSA through their collective knowledge base and experience.
- **International Agencies** – These include but not limited to: the Food and Agriculture Organisation (FAO); Inter-American Institute for Corporation on Agriculture (IICA); Pan American Health Organisation/World Health Organisation (PAHO/WHO).
- **CAHFSA's Members and Technical Advisory Committees (TAC)** - This includes representatives across the Caribbean Region who will require CAHFSA's services and provide expert advice and feedback on the activities being developed and implemented by CAHFSA. The website must be able to foster networking and communities of practice among CAHFSA's members and TACs.

Duration

It is expected that an ongoing relationship will exist between the vendor/firm and the CAHFSA in designing, building, testing and launching the website. Maintenance of the site will be required for an initial twelve (12) months.

Tasks/Technical Specifications

The vendor/firm must discuss and agree with the CAHFSA's team on the most appropriate sitemap and configuration (logical menu structure) for the website.

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Technical Specifications

The website shall:

- (i) Be easy to find via all major search engines. It should also be compatible with all major web browsers such as Google Chrome, Firefox, Internet Explorer, Safari etc. for the PC and MAC. It should be noted that some target groups might be working with older versions of hardware and software. This should be taken in consideration in ensuring that users have full access to the website regardless of such limitations;
- (ii) Allow images and documents to open in a new window when clicked;
- (iii) Setting up email accounts and provide an email-based interface for Staff and Board Members (allowing for emails to be forwarded to personal email addresses);
- (iv) Provide the capability to retain basic Microsoft Word formatting when copy/pasting content from a Microsoft Word document and html (links)- WYSISYG;
- (v) Be presented in English for all pages that do require “user login;
- (vi) Provide the capability to spell-check content in English;
- (vii) Provide the capability to recommend content (including rating system: “useful”, “extremely useful” etc.);
- (viii) Provide calendar components used across the system for tracking date-based events. The calendars should be specific to the target group to highlight important dates/deadlines etc.;
- (ix) Include an e-newsletter template to be disseminated on a quarterly basis to stakeholders;
- (x) Provide the capability to “full text” search all system content and to search all system content by attribute (e.g. “Last name”, country, telephone number, learning cohort, title, etc); and
- (xi) Display summary information for each search result but limit search results to content for which a user is authorized.

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Types of Activities

The website shall:

- (i) Facilitate communication and networking via email, instant messaging and virtual meetings. The various target audiences will need user profiles, email addresses, login names and passwords;
- (ii) Facilitate information exchange by providing and controlling access to research material and other documents (minutes and materials for meetings).

Other Considerations

- (i) The website shall be visually stimulating through the use of relevant and attractive photographs, videos, graphics, colours and fonts. The overall design of the website must complement the CAHFSA's corporate identity (logo).
- (ii) The website shall be able to load all content (including audiovisual material) at a quick pace.
- (iii) The website shall be developed in phases and it is critical for there to be an ongoing relationship between the CAHFSA and the vendor/firm to provide technical support and expertise to maintain and update the website and solve technical problems etc.
- (iv) The vendor/firm shall be responsible for securing hosting and domain registration for the website. This must be reliable and secure.

Client Support

The client will work with vendor/firm to develop content for the website.

Meetings

The successful vendor must meet with the CAHFSA's team to discuss concepts, the CAHFSA's requirements, work plan/schedule. These meetings will take place via any mutually agreed online meeting interface at a date and time to be agreed by the relevant parties.

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Deliverables

- Final technical proposal indicating deliverables against timelines
- Final financial proposal
- Presentation of first draft design of website
- E-newsletter template (to be developed and mailed out on a quarterly basis)
- Electronic databases framework (?)
- User profiles, email addresses, login names and passwords for target audiences
- Secure hosting and domain registration for the website
- Final presentation of website
- Manage and coordinate the website's content by uploading CAHFSA's new content (documents and audiovisual material) on a fortnightly basis
- Maintain website

CONTACT INFORMATION

Any questions regarding the Terms of Reference or proposal format must be directed to:

Contact	Communication Specialist (Project Management Unit for the EU Sanitary and Phytosanitary Project)
Address	INTER-AMERICAN INSTITUTE FOR COOPERATION ON AGRICULTURE 3 rd FLOOR, BAOBAB TOWER WARRENS ST. MICHAEL BARBADOS
Telephone	(246) 271-9210/11/12 or 246-266-1161 (c)
Fax	(246) 271-9213
Email	cahfsa14@gmail.com and spscommunications1@gmail.com