



ASEAN SECRETARIAT

Request for Proposal

ENHANCEMENT TO ARC WEB-DATABASE

PROPOSAL MUST BE RECEIVED BY
Monday, 26 September 2022 by 5pm

Prepared by : Information Resources Management Division (IRMD)
Date : September 2022

1 EXECUTIVE SUMMARY

Strengthening ASEC is one of the key elements in implementing and realizing the ASEAN Community Vision 2025. Community Affairs Directorate (CMAD), comprises Community Relations Division (CRD) and Information Resources Management Division (IRMD), would like to strengthen their current facilities to enhance their services, with the aims to deliver a maximum result in providing ASEAN related information and to provide a one-stop ASEAN information portal to ASEC staff, ASEAN Member States officials, ASEAN Community, ASEAN Dialogue Partners, External Partners and beyond.

IRMD, which is in charge of managing the ASEC Resource Centre (ARC) – the Library and Archives of ASEC, maintains a web-based database to manage and store all data and digital documents of ARC collections. Recently, the database has been integrated with the ASEAN website to provide an easy access to all collections, however, further enhancement and refinement of both systems are needed for more seamless integration.

The project aims to enhance, essentially, the ARC Web Database's circulation and search functions, including enabling the system to add new fields as needed, to further refine: the reporting management, process of borrowing-returning of collections, access rights, reminder/notification function and other function(s) as needed. In addition, we intend to equip the ARC Web Database with a Digital Right Management (DRM) system to protect our classified digital collections. DRM will enable ASEC to prevent unauthorised users from accessing/ copying/ sharing/ printing the classified/ copyrighted digital collections. Further, we also intend to add an authentication method, such as CAPTCHA, to enhance the ASEAN website's security.

2 BACKGROUND AND CURRENT STATUS

The Association of Southeast Asian Nations (ASEAN), comprises of ten Member States, namely: Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Thailand, Singapore and Viet Nam, was established in 1967 by the five founding Members.

The ASEAN Secretariat (ASEC) was set up in February 1976 by the Foreign Ministers of ASEAN. The basic function of The ASEAN Secretariat (ASEC) is to provide support for greater efficiency and coordination of ASEAN organs and for more effective implementation of ASEAN projects and activities.

ASEAN Secretariat (ASEC) through Community Affairs Directorate (CMAD), which consist of Information Resources Management Division (IRMD) and Community Relations Division (CRD), is working towards further strengthening its facilities. IRMD is in charge of managing the ASEC Resource Centre (ARC) – the Library and Archives of ASEC – and serves as the repository of ASEAN documents such as ASEAN Meeting Reports, ASEAN Legal documents, ASEAN publications, photo collection, and other collections. CRD is responsible for implementing community outreach programmes as well as managing and maintaining the ASEAN Website.

The ASEAN Website has been revamped and integrated with ARC Database recently. The integration aims at providing easy searching and seamless access to all documents managed by the two divisions. Considering its diverse and rich contents, a reliable, fast and convenient retrieval system to find and locate the information and document collections is very crucial.

In order to deliver maximum results, additional enhancements in both platforms still need to be conducted. For this purpose, the ASEAN Secretariat invites applications from prospective vendors to undertake the assignment of **Enhancement to ARC Web-Database** project and to work closely with IRMD and ASEC Webmaster in enhancing the system.

3 SCOPE OF WORK

The selected vendor is required to demonstrate knowledge and skills warranting that they will be able to implement this project successfully according to the intended timeline.

The selected vendor should provide a clear methodology and approach in carrying out this assignment. They will be responsible for accurately fulfilling the described tasks in a timely and professional manner and to provide regular updates to the ASEC team throughout the period of the consultancy.

The selected vendor shall make progress reports on the assigned task to the ASEAN Secretariat as follows:

1. An Inception Report which includes clear methodology, detailed work plan, and proposed conceptual module, due in the 2nd week following the commencement date;
2. A Final Report which contains clear documentation of all technical data, source files, usage feature under the server panel, etc., due in 2 weeks upon project completion.

And also, to deliver the following:

1. A more secure and reliable system with common international encryption algorithm method to protect network security and ensure confidential collection such as ASEAN Meeting Reports, Financing Agreements, and other confidential documents are well protected and can only be accessed by authorised personnel;
2. Full integration with the ASEAN Website - the enhancement shall provide a seamless and secure access to the ARC web-database and facilitate easy searching for information from both platforms (ARC Database and ASEAN Website);
3. A more user-friendly experience when searching and exploring ARC web and ASEAN Website; both pages will provide the same look and feel, reliable, fast and convenient retrieval system;
4. A comprehensive and systematic user guideline and technical support guideline;
5. Necessary trainings to be provided to the users and the administrators;
6. Provide immediate support during the implementation and warranty period.

The selected vendor is expected to complete the project within 8 (eight) months. However, the selected vendor may indicate a different schedule/duration with reasonable justification.

The contract for this assignment will be issued by the ASEAN Secretariat. The selected vendor shall report and work closely with IRMD and ASEC Webmaster. The ownership of the system and its documentation shall rest with ASEC. The concept and design of the system shall be the intellectual property of ASEC.

Indicative Timeline

No.	Indicative Activities	Estimated Duration
1	Strategy and Assessment	
1.1	Conduct a needs assessment/analysis exercise	2 weeks

1.2	Conduct assessment on existing ARC Database and ASEAN Website	
1.3	Submit an inception report, comprised of a clear methodology, detailed work plan, timeline, and proposed conceptual model, as well as staffing and management plans for each activity for ASEC’s approval	
1.4	Provide briefing and clarification	
2	Design, Development and Implementation	
2.1	Develop the system	5 months
2.2	Provide briefing and clarification	
2.3	Perform testing, data migration, data integration	
2.4	Develop Training Plan and conduct training	
2.5	Conduct UAT	
2.6	Conduct Pilot Trial	
3	Operate and Review	
3.1	Deploy and Configure the system	2,5 months
3.2	System Go-Live	
3.3	Submit a final report and related documents of the entire project	

3.1 PROJECT OVERVIEW

The broad outputs of selected vendor will encompass the following:

1. Enhance the search functions of both platforms, such as adding a few filters and fields to expand the advanced search ability;
2. Enhance ARC Circulation function, with capabilities to:
 - a) Provide email reminder and pop up reminder on overdue materials, new added materials, reserved materials, and overdue ARC subscriptions;
 - b) Manage loan process for digital collection;
 - c) Provide and specify user loan validity period;
 - d) Manage Member's wish list requests;
 - e) Check users' loan eligibility and their loan history;
 - f) Refine Member Management function;

- g) Provide Collection Report function, such as to provide detailed information on data entry report (monthly, quarterly, yearly), collection report, circulation report, etc.
- 3. Implement a Digital Right Management (DRM) system:
 - a) Restrict or prevent users from editing or saving the materials online or offline.
 - b) Restrict or prevent users from sharing or forwarding the materials.
 - c) Restrict or prevent users from printing the materials.
 - d) Disallow users from creating screenshots or screen grabs of the materials.
 - e) Set an expiry date on the collection/document, after which the user will no longer be able to access it. This could also be done by limiting the number of uses that a user has.
 - f) Watermark collection/documents in order to establish ownership and identity.
- 4. Implement an authentication method, such as CAPTCHA (Completely Automated Public Turing test to tell Computers and Humans Apart), for accessing ARC digital materials.
- 5. The platform shall be developed using a trusted, supported, high security solution that is readily available in the market.
- 6. Pre-Project Finalisation, which comprises:
 - a) Testing & Debugging (Positive testing, Random testing, Internal testing, Acceptance testing, Debugging, Fixing);
 - b) Conduct of Pilot Trial before full-scale implementation to identify issues and knowledge gaps, fine tune to iron out any mismatch requirement issues;
 - c) User Acceptance Test;
 - d) Maintenance and performance tuning;
 - e) Provision of adequate training to the users and administrators for daily operations;
 - f) Ensure proper hand-over of deliverables with complete report and documentation, including back-end user manual and administrator guidelines;
- 7. Warranty, Maintenance and Coverage of Licensing fee:
 - a) Provide a 12-month warranty period, to ensure that necessary revisions will be made to meet the criteria described in this TOR;
 - b) Provide support in updating, patching, debugging, or otherwise correcting any problem on the web database environment during the warranty period to guarantee a smooth running of the web database's operations.
 - c) An additional a 12-month maintenance and monitoring system period **at no cost to ASEC** after the warranty period, covering:
 - i. Maintenance, debugging or otherwise correcting any problem on the web database environment.
 - ii. Ad-hoc technical support. In case of emergency, the expected response shall be within 3 hours.
 - d) Provide a 36-month licensing fee, if any, which shall include all necessary software, plug-ins and user licenses, if needed, for smooth running of the website/database.

3.2 PROJECT REQUIREMENTS

The Interested companies/firms are invited to submit a proposal in English including the following documents and requirements:

- a. A reputable company/firm with extensive experience in developing library database/archive database/document management system/content management system database (please provide the relevant documents);
- b. Has excellent knowledge of recent trends in library databases/document management systems, especially Wordpress database (please provide the relevant documents);
- c. For overseas bidder, it is mandatory to have a representative office in Jakarta;

1. Technical

- a. Provide a clear methodology, work plan, and proposed conceptual module, including pre-project finalisation process;
- b. Provide relevant samples (in videos, PowerPoint slides, web links, working portals, or other formats.) of similar projects that have been previously made;
- c. Provide a dedicated team for this project, composed of at least:
 - i. Project manager;
 - ii. Lead developer;
 - iii. Full Stack Developer(s);
 - iv. Graphic designer(s);
 - v. Trainer(s).
- d. All personnel assigned should provide a Curriculum Vitae (CV) that highlights his/her educational background, specialty and experience (Has experience in Wordpress database and integration with other system would be an advantage);
- e. Provide Support during Warranty and Maintenance period, as well as provide Coverage of Licensing fee if any;

2. Financial

A detailed financial proposal indicating the costs (IDR for local bidders and USD for international bidders) required for undertaking the assignment.

4 RFP REQUIREMENTS PROCESS

4.1 PROPOSAL SUBMISSION INSTRUCTION

- a. All proposals must be submitted in English.
- b. **Vendors should not include any financial/cost data in the Technical Proposal. Failure to adhere to this will lead to disqualification.**
- c. The proposal should be concisely presented and structured, and should explain in detail the Vendor's availability, experience and resources to provide the requested services.
- d. Proposals must be submitted by the Closing Date and Time, as indicated in the RFP.
- e. Proposals that are incomplete or do not address the required criteria may not be considered in the review process.
- f. All communications with regard to this RFP shall be in writing and send to:

Procurement Unit
Administration and General Affairs Division
ASEAN Secretariat
Email : procurement@asean.org

4.2. CLOSING DATE AND TIME OF SUBMISSION OF PROPOSALS

All proposals must be submitted not later than **Monday, 26 September 2022 by 5pm** as per following direction:

4.2.1. SOFTCOPY

The Technical and Financial proposals shall be sent separately to the following email address:

Chairman of Sub-Committee on Tender
Administration and General Affairs Division
Email: procurement@asean.org

Put the title in the subject email as follows:

- Technical Proposal_Title of Tender_Name of Vendor
- Financial Proposal_Title of Tender_Name of Vendor

Compliance

The softcopy of Technical and Financial proposals must be sent **separately** protected by a **different password** for each proposal in encrypted format at PDF/ZIP file.

1. Technical Proposals;

a. **First set**; which shall consist, among others, of the technical specifications of the services to be procured; delivery schedule; manpower requirements; printed hardcopies of the duly filled Appendix 1 and 1a - Company General Information and Customer Reference; Appendix 2 – Technical Requirement and Completed Compliance Checklist as per Appendix 4;

b. **Second Set**; which shall consist, among others, the company profile; business name registration issued by appropriate government agency; authority of signatory; valid business permit and other appropriate licenses; taxpayer identification number; latest audited financial statements;

2. **Financial Proposal:**

Financial Proposal which shall consist of among others the bid amount; payments schedule; etc; duly filled Appendix 3 – **Price**.

All documents not submitted in English shall not be considered and quoted price in the softcopy submission shall be in **US Dollar for international bidders and IDR for local bidders**.

3. **Do not mention the password in body email.**

4. Inform the password only when the procurement staff contact you to request it.

4.3. **RFP TERMS & CONDITIONS**

4.3.1. **Bid Expiration Date**

*Received tender proposals shall be valid until **30 November 2022***

4.3.2. **Implementation/Delivery Schedule**

For e.g. 'as stated in Annex A – Term of Reference'

4.3.3 **Pre-Bid Meeting**

The Pre-bid meeting is to be held as follows:

Date : Thursday, 15 September 2022

Time : 11am, Jakarta time

Google Link : <https://meet.google.com/kag-pufq-mfj>

Participant's confirmation to the pre-bid meeting and questions can be share via email to: procurement@asean.org beforehand.

The ASEAN Secretariat may, after the closing date, request additional information or clarification of tenders in writing.

Appendix 1
Company General Information
*To be submitted together in the **Technical Proposal***

Company LEGAL Name:			
Division or Subsidiary (if applicable):			
Company Address:			
City:			
Province / State:			
Country:			
Postal Code:			
Telephone:			
Business Name Registration:			
Tax Registration Number:			
Valid Business Permit:			
Company Contact:		Telephone no.:	
Title / Position:		Fax no.:	
E-Mail:			
Indicate number of years involved in similar business			
Are you a subsidiary of a financial institution? *If Yes, Please indicate your Holding Company			

Appendix 1a.
Customer Reference
*To be submitted together in the **Technical Proposal***

Customer Details	
Company Name	
Company Address	
Telephone Number	
Fax Number	
Contact Name	
Project Title	

Customer Details	
Company Name	
Company Address	
Telephone Number	
Fax Number	
Contact Name	
Project Title	

Customer Details	
Company Name	
Company Address	
Telephone Number	
Fax Number	
Contact Name	
Project Title	

APPENDIX 2
Technical Requirements
To be submitted in the Technical Proposal

No	Description	ASEC Requirements	remarks
1	A reputable company/firm	- With extensive experience in developing library database/archive database/document management system/content management system database. - For overseas bidder, it is mandatory to have a representative office in Jakarta	Please provide the relevant documents
2	Has relevant knowledge/experience	Has excellent knowledge of recent trends in library databases/document management systems, especially Wordpress database	Please provide the relevant documents
3	Proposal	Provide a clear methodology, work plan, and proposed conceptual module, including pre-project finalisation process: - Testing & Debugging (Positive testing, Random testing, Internal testing, Acceptance testing, Debugging, Fixing); - Conduct of Pilot Trial before full-scale implementation to identify issues and knowledge gaps, fine tune to iron out any mismatch requirement issues; - User Acceptance Test; - Maintenance and performance tuning; - Provision of adequate training to the users and administrators for daily operations; - Ensure proper hand-over of deliverables with complete report and documentation, including back-end user manual and administrator guidelines	
4	Samples	Provide relevant samples (in videos, PowerPoint slides, web links, working portals, or other formats.) of similar projects that have been previously made	
5.	A dedicated team	Provide <u>a dedicated team</u> for this project, composed of at least: - Project manager; - Lead developer; - Full Stack Developer(s);	Has experience in Wordpress database and integration with other system would be an

		iv. Graphic designer(s); v. Trainer(s).	advantage
6.	Curriculum Vitae (CV)	All personnel assigned should provide a Curriculum Vitae (CV) that highlights his/her educational background, specialty and experience	
7.	Warranty, Maintenance and Coverage of Licensing fee	a) Provide a <u>12-month warranty period</u>, to ensure that necessary revisions will be made to meet the criteria described in this TOR; b) Provide support in updating, patching, debugging, or otherwise correcting any problem on the web database environment during the warranty period to guarantee a smooth running of the web database's operations. c) An <u>additional a 12-month maintenance and monitoring system period at no cost to ASEC</u> after the warranty period, covering: i. Maintenance, debugging or otherwise correcting any problem on the web database environment. ii. Ad-hoc technical support. In case of emergency, the expected response shall be within 3 hours. d) Provide a 36-month licensing fee, if any, which shall include all necessary software, plug-ins and user licenses, if needed, for smooth running of the website/database.	
8.	Duration of Project	The project is expected to complete within 8 (eight) months. However, the prospective vendor may indicate a different schedule/duration with reasonable justification.	

APPENDIX 3
Price
To be submitted in the Financial Proposal

No.	Description	Unit	Price
1	Preparation		
2	Design, Development and Implementation		
3	Personnel		
4	Warranty, Maintenance		
5	Licensing fee		
6	Etc.		

APPENDIX 4
Checklist for the Completeness of Documents Submitted

The checklist must be used to ensure that you have provided all documentations for the tender and should be submitted in the Technical Proposal.

I. General Requirements

No.	Description	Checklist
1	Proposals shall be prepared in English	
2	Proposals are submitted in two different emails	
3	The email must be protected by different passwords for the following: i. Technical Proposal ii. Financial Proposal	
4	Title of the tender shall be put in each email as follows: - Technical Proposal_Title of Tender_Name of Vendor - Financial Proposal_Title of Tender_Name of Vendor	

II. Technical Proposal

No.	Description	Checklist
1	Technical Specifications of the service refer to the proposal	
2	All required information have been addressed accordingly	
3	Schedule of delivery	
4	Manpower/consultant requirement	
5	List of vendor's equipment (if any)	
6	Customer Reference Customer testimonials on the similar project	
7	Company profile	
8	Copy Company Legal Documents, i.e. i. Business Name Registration ii. Valid Business Permit iii. Tax Identification Number	
9.	Latest audited financial statement	
10.	Authority of signatory	

III. Financial Proposal

No.	Description	Checklist
1	Offering is formulated in English	
2	Bid amount (excluding value added tax)	
3	Payment schedule	