

Website development and content update for IAAC.

TERMS OF REFERENCE

1. SERVICE NAME

Website development and content update for the Inter-American Accreditation Cooperation – IAAC.
www.iaac.org.mx

2. BACKGROUND

The Inter-American Accreditation Cooperation (IAAC) is a regional association of accreditation bodies and other organizations interested in conformity assessment in the Americas.

IAAC's mission is to promote cooperation between accreditation bodies and stakeholders in the Americas, focused on the development of conformity assessment structures to achieve the improvement of products, processes and services.

One of the fundamental mechanisms to disseminate and promote the work carried out in the region by cooperation is through virtual media such as websites, social networks, and similar electronic media. The website additionally serves as a digital repository of cooperation where documents, data, updated information from all bodies, stakeholders, inter-institutional cooperation, and general concern of the quality infrastructure are stored for members, stakeholders, and any other interested parties.

Therefore, it is vital to keep the IAACC website active with tools that allow for agile editing and updating, easy navigation and access for IAAC members to manage the information that is developed both internally and externally.

Currently the page operates in Joomla version 3.10, which is an obsolete version and is incapable of supporting the desired aspects mentioned above necessary to support the cooperation. The construction and development of a new web page that must maintain the same domain of the page: iaac.org.mx., and the hosting that was acquired and is maintained in IPOWER.

3. PROCESS OBJECTIVE

Hire services for the design and development of a cooperation website that includes advanced functions such as: cooperation and update of current content with links and access routes that are easily accessible. The website must provide agile editing for the administrator and include exclusive access for IAAC members to a restricted microsite(s) with member access restricted file repository that facilitates the review of documents, execution of votes, and other internal management activities of the cooperation.

4. GENERAL CONDITIONS FOR PARTICIPATION

Any individual or legal entity, whether Mexican or, foreign with knowledge and experience in the area of information systems to build and develop web sites may qualify to submit an offer for the development of the website as outlined in this document. The submitter of the offer must also have competence with

internal interaction applications for the general public and internal users of IAAC, reviewed the terms of reference of this document and has the competence to execute the requirements of IAAC.

Those who submit the offers under the conditions indicated (“offerors”) must demonstrate that they are up to date in the fulfillment of their tax and legal obligations, in accordance with the provisions of the regulations in force.

Previously, you must register and express your interest in participating in the process in the form available at: <https://forms.gle/So6kHi3nRMbvXLtV6>.

Deadline: February 14, 2025.

5. QUERIES

A meeting will be held in which there will be a practical explanation of the current website and what IAAC expects from this update, in addition to this, a clearing of doubts will be opened on February 21, 2025, from 14:00 to 15:00 UTC, in this session may participate all those previously registered. During the process, queries or requests for information or clarifications to the terms of reference may be submitted within the term established in the schedule of this process. These shall be submitted through the following e-mail address: info@iaac.org.mx.

6. TECHNICAL PROPOSAL

Construction and design	Construction and development of a website and content update with the implementation of applications that improve the sight and interaction of the internal and external public with the website (for any mobile device, PC, Tablet)
Confirmation of technical requirements	GB storage capacity, Data protection, cybersecurity.
Web Content Management System - CMS	<p>Ensure proper functioning of the website in CMS and using plugins as appropriate.</p> <ol style="list-style-type: none"> 1. Aesthetic design and easy to customize. 2. Menu with organized sections and an auto-complete search function. 3. Bilingual site (Spanish and English). 4. Gallery designed for images or videos. 5. Attractive linkage to documents, display of sections and linked icons. 6. Repository of documents attached to the site.
Search filter	Website search for the general public, and internal search in the repository for Members classified in various groups (Example: MLA, scope, directory)

Meetings and events	Application for connecting the index with social networks, interactive menu to promote important news or events, photo gallery and main ideas of each event or meeting held.
Users	Website must include user specific (user ID and password) access to menus and sections of the website for the public and restricted access to only Members with defined access to information as appropriate (e.g.: Files for, executive committee, peer reviewers, interested parties).
Vote	Online ballot system, link, voting record storage, forms.
Storage	Public information, information restricted to members only in an internal repository, (example; management system documents).
Information migration	The information and content of the previous website must be migrated with improvements in its organization, classification and layout, with the new website design proposal.
Microsites	Webinar, A4DT, Peer Reviewers
Language of the page	Spanish and English
Training	For page administrators and for technical support and general management of the website. User manuals must be included for both cases (administration and technical support).
Maintenance	Support for minimum maintenance once a year (if required)
Support	In case it is required due to any issue of damage to the page, updates, among other cases.
Work schedule	Detailed proposal of activity, time and resources required
Work team	Indicate whether you have a team of people and the roles for the development of the project.
Execution time	Maximum 4 months

IAAC is responsible for providing the Word files with the information that must be updated on the page in the corresponding languages Spanish/English. In the case of consultation files, IAAC will deliver the information in Word, PDF, Excel.

Proposals will be received until 23:00 UTC on February 27, 2025, at info@iaac.org.mx.

7. REQUIRED EXPERIENCE

Demonstrable knowledge and experience in building, developing and maintaining websites for organizations with international reach is required. Demonstrable with commercial references, service orders or contracts.

8. ECONOMIC OFFER

The economic offer must be submitted in US dollars, with a minimum validity of 120 days

9. GUARANTEES

The selected bidder must present a guarantee of compliance and capacity to develop the project with the established technical conditions and within the established times, such as a policy or a document with an authenticated signature as appropriate. The performance guarantee submitted by the bidder must guarantee 100% of the value of the proposal submitted.

Signing of the contract and confidentiality agreement for the information provided by IAAC.

10. PAYMENTS

Payment for this project is made in completed stages: WORK SCHEDULE, agreed between the parties 10%, first advance of the visual page redesign structure: 30%, 50% progress of the project 40% and final delivery and approval 20%.

11. IAAC's estimated maximum budget

IAAC has an estimated maximum budget of 5,500 USD. The supplier that provides the highest technical standards at the best cost to IAAC will be contracted.

ANNEX 1. MINIMUM DEVELOPMENT OF THE WEB PAGE

To have a website that allows effective communication between IAAC and its members, users and internal staff to ensure timely access to the information that is made public.

The IAAC website is expected to be developed accordingly:

- The selected CMS in its most recent version should be used.
- It should have an appropriate color scheme.
- A navigation menu, which should be easily identifiable and will show access to all website content.
- Alignment, shapes and sizes of the contents must be attractive and modern.
- Compatibility of the content with the main browsers.
- The main search engines should index it properly.
- Optimization of urls to facilitate the search for content within the site (thus also improving the search engines to find the website).
- Integrate multimedia content (flash, videos, photography, sound, presentations, etc.) in the home page and secondary pages to generate more interactivity with the people who visit the website.
- Information must be presented in a clear and orderly manner.
- Install and configure a plugin to upload and download files in PDF format.
- Display of a Contact Us section for communication between IAAC and the interested public.
- Must have a search field for information related to IAAC information.
- Must have a help menu for navigation queries within the site.
- Integrate a section of frequently asked questions to problems that may arise depending on the issues of interest.
- Have a site map for visualization of the information provided by the website.
- Show a list of members according to the classification provided by IAAC.
- It must have direct access to information related to the content of the page (about actions that are performed on the website).
- Ease of navigation of the website
- Direct access to social networks corresponding to the organization to have more contact with users.

ANNEX 2. MAIN ACTIVITIES TO BE DEVELOPED

1. Hold a meeting with the Project Manager designated by IAAC to define the information to be included in the web site.
 2. Migration of the information from the current site to the new web site.
 3. Submit Work Plan including Work methodology and schedule of activities.
 4. Make 3 presentations of the progress made, prior to the final presentation of the website. In each presentation, the sketch of the web site should be presented.
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5. Provide hosting of the web site on a dedicated server, with the objective of guaranteeing the daily and constant availability of the information and functions found on the web site, always maintaining the confidentiality and integrity of the information.
6. Deliver the technical and user manual.
7. Provide training on the use of the site to the Project Administrator and other persons as deemed necessary.
8. Deliver files that make up the website along with their respective database.

ANNEX 3. REPORTS AND EXPECTED PRODUCTS

1. Collection of information that corresponds to the requirements that were agreed upon, as well as the Work Plan that will coordinate the entire project, as well as an initial meeting with the project manager to outline the lines of work for subsequent meetings.
2. Progress report, which should contain evidence of 2 meetings held with the project manager's staff, evidence of compliance with 60% of the work plan and of the information posted on the website.
3. A final report that includes 100% compliance with the work plan, work meeting and final presentation of the website, technical and user manual. The report must contain evidence of:
 - 3.1. technical sheet of the requested hosting requirements.
 - 3.2. training on the use of the web site,
 - 3.3. delivery of the source code and database diagram.
 - 3.4. delivery of the technical and user's manual.
4. Hosting service of the web page for a period of 12 months in a server provided by the web developer, with a minimum capacity of 200 GB of storage with a minimum disk performance of 7200 rpm which must be projected in minimum growth factors of 5 years.

All information resulting from the product of the work performed will be confidential and the natural or legal person may not use it without written authorization to IAAC.
