TRAFFIC

TENDER DOCUMENT

ETIS ONLINE

Tender Reference Number: 513_2022_1

Introductory Notes

Overview of TRAFFIC

TRAFFIC, the wildlife trade monitoring network, is a leading non-governmental organisation working globally on trade in wild animals and plants in the context of both biodiversity conservation and sustainable development. TRAFFIC's mission is to ensure that trade in wild plants and animals is not a threat to the conservation of nature. TRAFFIC International is the head office for TRAFFIC, based in the UK and located at the David Attenborough building, Cambridge.

Introduction

This Tender Document has been created to provide an overview of the requirements, goals and standards that TRAFFIC has with regard to the continued development of a database, the Elephant Trade Information System (ETIS) and the associated ETIS Online browser-based application, which are defined as follows:

ETIS is an international database system designed and managed by TRAFFIC. The ETIS database holds the details of seizures or confiscations of elephant ivory and other elephant specimens reported to occur since 1989. It was set up to fulfil the mandate for tracking illegal ivory trade trends as outlined in Resolution Conf. 10.10 (Rev. CoP18) on Trade in elephant specimens, under the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES).

In 2020, **ETIS Online** (etisonline.org) was launched as an online database providing authorised users with the ability to submit and review ETIS data online and to access and download data and reports relating to their country.

Assumptions

Flexibility is permitted to allow for different development processes. However, all assumptions made must be fully documented within the tender proposal.

Key Elements to Include

- Company profile or CV including details of skills and expertise in relation to services required

- Demonstration of an understanding of the services being requested and the resources you have available

- A detailed tender proposal including your proposed solutions to the services required

- Cost breakdown analysis between the separate phases of development (providing a cost for each listed task in the "Tasks" section below), with an indication of any VAT charged

- Any assumptions you have made

- Customer references or reviews of your services

- Equality and Environmental Sustainability policies

Tender Process

Tender Timetable

TRAFFIC reserves the right to amend these dates if required.

Task	Description	Timeline
Submission of Tenders	Full responses must be received by close of business	1st February 2022
Evaluation of Responses	TRAFFIC will evaluate supplier proposals and, if necessary, seek clarification from suppliers	2nd – 9th February 2022
Supplier Confirmation	TRAFFIC will inform selected supplier that they have been successful	10th – 11th February 2022
Transition Period	The selected supplier will commence detailed planning of their solution prior to the contract commencement	12th – 20th February 2022
Contract Commencement	Full development will begin	21st February 2022
Deadline for Completion	Development under Tasks 1 to 5 will be completed	31st July 2022 (TBC)
Contract End	Following development, ongoing support and maintenance will be provided until the end of the contract	31st December 2022

Submission of Tender

The deadline for submissions of offers is **1st February 2022.** An electronic copy of the submission must be emailed to antony.bagott@traffic.org, and acknowledgement of receipt will be sent back to the sender.

The detail specified in each supplier response may be specified in any future contract, therefore suppliers should ensure their responses are authorised at the appropriate level that would enable them, should their offer be successful, to become the subject of a binding contract.

Contact Details

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Conditions

Any company or individual responding to this tender request (hereinafter referred to as the Supplier) acknowledges that a response to this tender does not commit TRAFFIC to any course of action resulting from its receipt and that the following conditions are to be observed:

- TRAFFIC may, at its discretion, reject any tender and is not bound to give any reason for doing so.

- TRAFFIC may select a Supplier based upon its own unique set of criteria.

- TRAFFIC is not bound to disclose details of such criteria and may at any time alter the criteria to reflect the changing needs of the business.

- TRAFFIC may terminate the tender process at any time.

- TRAFFIC reserves the right to amend any part of this tender request if required.

Nothing contained in this tender request or any other communication made between TRAFFIC and the Supplier shall constitute an agreement, contract or representation between TRAFFIC and the Supplier or any other party. Receipt of this tender request by the Supplier does not imply the existence of a contract or commitment by or with TRAFFIC for any purpose and Suppliers must note that this tender request may not result in the award of any business. It does not purport to contain all of the information that a Supplier may require. While TRAFFIC has taken all reasonable steps to ensure that, as at the date of this document, the facts that are contained in this tender request are true and accurate in all material respects, TRAFFIC does not make any representation or warranty as to the accuracy or completeness or otherwise of this tender, or the reasonableness of any assumptions on which this document may be based.

It is the responsibility of the Supplier to obtain for itself at its own expense all additional information necessary for the preparation of its response to this tender. Suppliers are responsible for all costs, liabilities and expenses that may be incurred in the preparation of its response to this tender and TRAFFIC will not be held liable for any costs incurred by the Supplier regardless of the outcome or whether a contract is awarded.

Terms of Reference

Background

ETIS Online (etisonline.org) is a browser-based database written in Ruby using the Rails framework and supported with R scripts to implement certain data testing and reporting functions. It provides authorised users with the ability to submit and review ETIS data online and to access and download data and reports relating to their country.

Users can submit data as files or by using an online form within ETIS Online. They can view their country's data in a list, as individual records, and through aggregated reports. Some reports in ETIS Online are generated through R scripts.

Development of the original ETIS database initially took place in 2011. TRAFFIC contracted a developer in mid-2020 to make improvements and changes to ETIS. The database now contains 30,000 seizure records and has 70 users from about 45 countries.

The tasks carried out as part of the improvements from 2020 onwards included a code review, upgrade and security review, login workflow implementation, registration and data submission scheduler and notifications, and improvements to Data Provider and Adminstrators' usability of the database.

Overview of Work

Following the improvements undertaken so far, further work is required to implement additional development to ensure that ETIS Online fulfils the needs of external users and internal administrators. A full breakdown of the additional development required has been outlined below.

Tasks

The Supplier will undertake the following tasks (in order of priority):

1. **Creation of a country profile**. Create a country profile that will track any information pertaining to the country's interactions with ETIS including:

    a. Details of the main contact(s) within the country (names, roles, email addresses, mailing addresses, and so on)

    b. The ability to generate, track and archive email notifications and correspondences. Some of this will be affected by Task 3, "Improvements to the scheduler (CRM)"

    c. The ability to monitor and archive files submitted by the country

    d. Reporting functionality, allowing administrators and/or users to generate summaries of data submission history to ETIS or summaries of email correspondences

2. **Review of code and reporting functionality.** Tasks will include:

    a. Review the current R and Ruby code

    b. Devise a streamlined process to generate data summary reports whether across countries or for specific country

    c. Revise code and interface to allow ETIS administrators to upload key R data files independently

3. **Improvements to the scheduler (CRM)**. These improvements will include:

   a. Implement improvements to track country data as a CRM process.

   b. Work with ETIS staff to maintain, revise, and updated scheduler emails and timing as needed.

4. **Revisions to data forms and other database fields.** These revisions will include:

   a. Revisions to the seizure data forms (datasheets that contain the data relating to the seizure of ivory), including:

      i. Edits to clarify certain fields (e.g. differentiation between counts of whole tusks vs. tusk pieces)

      ii. Addition/revision of associated fields (e.g. a field stating whether a quantity is an estimate)

      iii. Addressing how to populate historical records after an edit has been made (e.g. after a new field has been added)

   b. Revisions to the source table (datasheets that contain details about the source of the data) including:

      i. Addition of fields to better code data source types as being an official government agency or not

      ii. Streamlining of the process to attach documents when submitting seizures online

      iii. Addressing how to populate historical records after an edit has been made (e.g. after a new field has been added)

5. **Server migration.** As follows:

   a. Server migration from current [Netservers](#) server to one hosted by [AWS](#)

In addition, the Supplier will provide:

6. **Ongoing support and maintenance:** This could include (but is not limited to):

   a. Bug fixes

   b. Software updates

   c. File updates and edits

   d. Revision to website text including translation files

   e. Ongoing technical advice