



ACADEMY OF MEDICINE, SINGAPORE

REQUEST FOR QUOTATION & PROPOSAL

**Website Design, Development, Migration, Testing,
Maintenance and Hosting for Medical Journal
The Annals, of the Academy of Medicine, Singapore**

Date of Call
25 February 2021

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Medical Journal The Annals, of the Academy of Medicine, Singapore

1. TIME FRAME FOR PROCESS

Process	Deadline
Invitation to Call for Quotation & Proposal	Thu 25 February 2021
Closing date/time for submission	5:00 pm Tue 9 March 2021
Presentation and Interview of short-listed Tenderers	4:00 pm Thu 18 March 2021
Announcement of award/decision (subject to Contract negotiation)	End-March 2021

2. SUBMISSION INFORMATION

Electronic submissions should be forwarded by the due date to:-

Name:	Ms Tan Lay Leng
Organisation:	Academy of Medicine, Singapore
Address:	Academy of Medicine, Singapore 81 Kim Keat Road, #11-00 NKF Centre, Singapore 328836
Telephone:	+(65) 6593 7864/ 9271 2462
Email:	tan.layleng@ams.edu.sg

3. ENQUIRIES

Requests for further information or clarification of requirements may be directed to the below contact.

Organisation:	Academy of Medicine, Singapore
Contact Persons:	Ms Tan Lay Leng
Email:	tan.layleng@ams.edu.sg

Please note that we reserve the right to advise, at our discretion, all parties issued with the Request for Quotation and Proposal, of further information/clarification of project requirements resulting from any enquiry.

4. BACKGROUND

4.1. About Academy of Medicine, Singapore

The Academy of Medicine, Singapore (AMS), is a professional institution of medical and dental specialists devoted to advancing the art and science of medicine in Singapore through postgraduate specialist training; maintenance of high standards of competency and ethical integrity through continuous professional development as well as dissemination of information and knowledge to the public on matters related to health.

4.2. About the Annals of the Academy of Medicine, Singapore

The Annals is the official medical journal of the Academy of Medicine, Singapore. It is a refereed monthly journal appearing in the Index Medicus and has been accepted in the Science Citation Index-Expanded, ISI Alerting Services, and Current Contents/Clinical Medicine.

It serves the various specialties that form the membership of the Academy and orientates its publications to these disciplines.

The journal website is dated, thus needs a redesign to have a clean and user-friendly navigation layout. It also needs backend analytics to allow user profiling, and a content management system. For more information, please visit <https://www.ams.edu.sg/>

The journal's 2019 Impact Factor is 1.533 and 5-Year Impact Factor is 1.617. This website project is an important initiative of the Annals' aim to increase the journal's visibility and citation, improving its Impact Factor >2.0.

5. PROJECT INFORMATION

5.1. Scope of Intent

This call invites interested vendors to quote and propose for the project to design, develop, migrate, test, maintain and host a new website of the Academy's medical journal, the Annals.

5.2. Scope of Services

The vendor must have the capability, capacity and competence for delivering the specifications, especially the design and the functionality of the requirements of an intuitive and professional journal website.

5.3. Scope of the Project

- 5.3.1 Undertake the design, development, migration, testing, maintenance and hosting of a fully operational Annals website.
- 5.3.2 Provide consultation services, database conversion, migration and setup of the hardware and network infrastructure to support the smooth running of the system.
- 5.3.3 Provide integration with existing Membership Management System and Annals Manuscript Manager to ensure smooth and seamless operation.

- 5.3.4 Undertake end-to-end project management, including requirements-gap analysis, documentation, resource management, user acceptance testing, etc.
- 5.3.5 Provide training and user guide for end-users, administrator(s), IT staff and related personnel on the content management system and web functionalities.
- 5.3.6 Review and improve business processes and workflows.
- 5.3.7 Provide a production site for testing and uploading actual content before going live.
- 5.3.8 Go-live support, first 3 months after launch.
- 5.3.9 Provide yearly maintenance after warranty.
- 5.3.10 Provide end-user support upon implementation.

5.4. Scope of Work (Annex A – Critical Criteria)

The following are the deliverables that are to be provided by the web developer company through the course of the project.

5.4.1 Webpage Design

Develop the design layout (provide three (3) layout styles for selection upon award of project) of homepage and sub-pages, including font style, colour palette and image positions with current content. The design should be benchmarked against international websites, with references as follows:

- a) The New England Journal of Medicine (<https://www.nejm.org/>)
- b) JAMA (<https://jamanetwork.com/journals/jama/currentissue>)
- c) The British Medical Journal (<https://www.bmj.com/>)

5.4.2 Programming Language

- a) Vendor to use PHP/JavaScript or propose option for creating the webpage.
- b) Articles to be displayed using HTML for SEO.

5.4.3 Responsive Website

- a) Perform on-going updates/patches and maintenance for latest browsers and OS.

5.4.4 Functionality Requirements

- a) Mobile device friendly (able to view, download and share via mobile and tablets).
- b) Emulation and testing of browsers (optimisation of content for both Web and Mobile browsers).

- c) Article to have its own HTML page (DOI links to HTML article from 2021 onwards).
- d) To integrate PlumX Analytics/Google Scholar/ Microsoft Academic Search (MAS)/ Almetrics or other scholarly search engine (please suggest) with 4 categorised metrics – citations, usage, downloads and read – by the title/ abbreviation of Annals (Ann Acad Med Singap).
- e) Publicise the most frequently downloaded, most cited articles, articles in-press but not yet in print, and online first articles (pop-out window and other suggested options, which could be defined and enabled by admin).
- f) Listing of related articles (from Annals) that allows readers to browse, download and get recommendations on similar articles from our database by using Google Analytics which pull identify papers based on keywords used by users and keywords which are indexed by articles by Annals (with the option to enable articles beyond Annals).
- g) Basic and Advanced Search function within all articles.
- h) Search Engine Optimization (SEO).
- i) Able to share articles via various platforms (e.g. email, WhatsApp, WeChat, Facebook, Messenger, Twitter, etc.).
- j) Social Media icons on home page and article, with ability to track the number of shares via each platform (this should be accessible to readers as well).
- k) Sharing links to each Social Media platform (this should be pre-generated with a specific hashtag for e.g. #AMStoday).
- l) Backend analytics (Google Analytics) in capturing number of clicks, country of origin of users, number of people who download more than one article, sources of referrals (PubMed, Google, Ovid, etc.), most viewed articles, pageviews, time spent on page/ articles, bounce rates, time of access, device/ OS used for access, etc.
- m) Direct link (hyperlink) for authors to submit their manuscripts through the Manuscript Manager system (by Akron ApS).
- n) Migrate current databases (about 3,500 articles, estimated 9+ GB for Annals) along with historical data and information to the new system.
- o) *Option:* Integration with the AMS Membership Management System database to authenticate access by using Members AMS ID as unique identifier.
- p) *Option:* Integration to auto-populate accepted PDF articles in Manuscript Manager to Annals' HTML page, including proper display of tables, diagrams and images across different devices.
- q) *Option:* Auto conversion of back issues' PDF files in database to HTML files (with proper display of tables, diagrams and images) retrospectively (published 2021/2020 articles), in phases.

5.4.5 Website Users Access

- a) Free access of articles to all users up to 5-8 articles online per month. Provision to grant continual free access to registered users of the Annals, i.e.

agreeing to receive monthly Annals content, and/or members of the Academy of Medicine, Singapore.

- b) System to authenticate users against the active directory of the Academy's Membership Management System (MMS) when they log in using their AMS Membership log in ID and password. Members shall have free continual access to articles in the Annals, i.e. able to download articles with no restrictions on the number of downloads
- c) For non-member users, they shall only have access to 5-8 articles online per month unless they sign-up as a registered user of the Annals and give consent to be included in the mailing list.

5.4.6 Content Management System

- a) Content management system with different levels of administrator's roles and access rights.
 - b) Create/Edit/Delete unlimited sub-sections and pages, with templates including for image album, video page, online submission dynamic form.
 - c) JavaScript should be allowed in the CMS and online form.
 - d) User-friendly interface and easy-to-use modules.
 - e) Storage and document management system for uploading site content files (e.g. documents, images, videos).
 - f) *Option*: Ability to push-out personalised notifications and customised designing of the email/EDM template via email (for names in database), with ability to set frequency, on items such as:
 - Monthly issue;
 - Weekly/other frequency announcements and news;
 - Ad hoc announcements and events;
 - Most downloaded articles and most cited papers to members and subscribers.
- Vendor to propose 2 key template designs.
- g) Flexibility to allow for future expansion such as other publications, announcements and advertisements.

5.4.7 Personal Data Protection Act

- a) PDPA compliance and Opt-in/DNC compliance PDPA compliance and Opt-in/DNC compliance include request and capture external user's consent to AMS policy/PDPA statement presented, record listing of the policy/PDPA statements, consent and date/time of consent, access to users' information shall be based on access rights, user may state the type of email they wish to opt out from.

5.5. SITE MAP

The site map for the new website shall be as follows:

5.5.1 FIXED TOP BANNER (with link back to homepage)

- a) REGISTER/SIGN IN
- b) SUBSCRIPTION
- c) CONTACT US

5.5.2 RIGHT COLUMN FIXED BANNER

- a) MOST CITED ARTICLES
- b) MOST DOWNLOADED/READ ARTICLES
- c) ADVERTISEMENTS

5.5.3 HOME

- a) NEW ONLINE ARTICLES (IN-PRESS) – and to removed once published
- b) UPCOMING ARTICLES
- c) NEWS & ANNOUNCEMENTS
- d) CALL FOR PAPERS
- e) CALL FOR COVER IMAGES
- f) IMPACT FACTOR
- g) CME

5.5.4 CURRENT ISSUE

- a) ISSUE COVER IMAGE & CAPTION, PHOTO CREDIT
- b) INFORMATION OF ISSUE: VOL. 49 NO. 7 JULY 2020
- c) EDITORIAL
 - Article Title
 - Authors
- d) ORIGINAL ARTICLES
 - Article Title
 - Authors
- e) REVIEW ARTICLES
 - Article Title
 - Authors
- f) COMMENTARIES
 - Article Title
 - Authors
- g) LETTERS TO THE EDITOR
 - Article Title

- Authors

h) IMAGES IN MEDICINE

- Article Title
- Authors

5.5.5 ARTICLE PAGE (landing page from “Article Title” link)

- Annals NAME, VOL., ISSUE NO., PAGE NO. OF ISSUE
- ARTICLE TITLE, AUTHORS
- ARTICLE DOI (one DOI with every article)
- ARTICLE IN FULL TEXT (HTML)
- NO. OF VIEWS, DOWNLOADS, CITATIONS OF THE ARTICLE (can be enabled/disabled by admin)
- SHARE (VIA EMAIL, WHATSAPP, FACEBOOK, MESSENGER, ETC.)
- SAVE, PRINT, DOWNLOAD PDF

5.5.6 FOOTER

- Copyright
- Privacy Policy
- Terms and Conditions
- Favicons of Facebook, Instagram, social media

5.6. TECHNICAL REQUIREMENTS

The website shall be developed in JavaScript, PHP, or other recommended language. The website shall support the browser versions: IE 10 or above, Firefox, Chrome, Safari and Microsoft Edge.

5.6.1 Security measures to protect personal information

Security scan on the production site by third party should be included to ensure no critical threat after the official launch of the website. SSL certificates shall be installed on the web server.

5.6.2 Web-based tools

The portal should support Web 2.0 (or latest version) based tools such as RSS feeds, social media such as LinkedIn, Facebook, Twitter, Instagram, etc.

5.6.3 Hosting & Maintenance

Vendor to recommend a managed hosting solution. Managed hosting can be for a dedicated or virtual server environment. By selecting managed hosting, clients are able to

rely on the hosting provider to manage the network, hardware and software stack infrastructure 24/7/365 as part of the hosting costs. Managed hosting should include the following services:

- a) Network Management
- b) Managed Backup
- c) Managed Firewall
- d) OS Hardening
- e) Patches & Updates

5.6.4 Search Engine Optimization

Vendor to work with AMS to ensure search engine optimization (SEO) when building the website. Vendor shall ensure that the website is built in such a way that major search engines like Google, Bing and Yahoo will be able to read our content and maximise the presence of our website.

6. EVALUATION CRITERIA

6.1. Vendors will be evaluated based on the following criteria:

- 6.1.1 Ability to meet the specified requirements
- 6.1.2 Pricing
- 6.1.3 Support and services (pls indicate response time)
- 6.1.4 Proposal of design(s)
- 6.1.5 Similar past projects and track record will be considered

6.2. Evaluation criteria

- 6.2.1 Critical Criteria (Bids will not be further evaluated if any of the critical criteria is not met)
 - a) Refer to Annex A
- 6.2.2 Other Criteria
 - a) Refer to Annex B
 - b) Refer to Annex C

Shortlisted vendors shall be requested to present their proposal to the Annals Editorial Board.

7. SCHEDULE FOR PRICING

- 7.1. Vendors are required to submit itemised breakdown pricing (excluding GST) based on the scope of services and work specified in Section 6 as well as the payment schedule.
- 7.2. Vendors are to indicate clearly **optional and non-optional costs**, including costs of services not requested in the specifications but additional value-add work proposed by the vendor.
- 7.3. Vendors are requested to provide list of similar projects (with links/ info where available) that they have done in the past.

8. PROCEDURES FOR SUBMISSION

- 8.1. All interested vendors must submit their quotes and all supporting documents by 5pm on **Tuesday, 9 March 2021**. Quotes submitted otherwise will be rejected.
- 8.2. All submissions are to be done in soft copy format.

9. AWARD OF QUOTATION

- 9.1. Submissions will be evaluated according to the criteria set out in Annex A and B.
- 9.2. There will be NO PARTIAL ITEM awarding of the project. The awarding will be based on the whole scope of works listed.
- 9.3. ONLY Shortlisted vendors will be call in to present their proposal.

10. PAYMENT

- 10.1. Vendor shall note the following payment schedule:

Upon Confirmation of Project Award	20%
Upon Website Design Confirmation/Approval	40%
Upon Completion of Website Production & Testing	30%
Upon Handover & Satisfactory Completion of Services	Balance Payment

- 10.2. Vendor shall note that all payment will have a term of 30 days from the date of invoice.

11. SUBMISSION REQUIREMENTS

11.1. Quotations MUST include the following:

11.1.1 Itemised breakdown of costs according to the table in **Annex A**

11.1.2 Company Profile (ACRA Business Profile)

11.1.3 Company Portfolio (relevant to this project)

11.1.4 At least 1 mock-up of proposed website design.

11.1.5 Track record of providing similar services to other institutions, according to the template in **Annex C**.

The closing date for submission is Tuesday, 9 March 2021. The Academy reserves the right to reject incomplete quotations.

Annex A: Cost Breakdown (Critical Criteria)

Please provide details and list out clearly the items (products and services) in each item descriptions and their corresponding value (Singapore Dollar).

S/N	Item Description	Value (SGD)	Remarks
1	Website Design and Content (Responsive Design)		
2	Content Management System		
3	Analytics and System Monitoring		
4	Search Engine Optimization (SEO)		
5	Database Application and Management for Registered Users		
6	Article access based on user ID (AMS staff, AMS members and Annals website registered users), Annals reviewers (platinum, gold, silver, bronze) and subscribers (paid)		
7	Email Marketing and Dissemination Campaigns		
8	Migration of Legacy Data		
9	Training		
10	Security, hosting and maintenance (1 st Year and annual)		
	TOTAL		
S/N	Optional Item Description	Value (SGD)	Remarks
1	Conversion of published PDF files to HTML/searchable content		
2	Integration to auto-populate accepted PDF articles in Manuscript Manager to Annals' HTML page, including proper display of tables, diagrams and images across different devices		

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3	Mobile app for iOS and Android devices for easy reading of Annals articles		
4	Integration with Academy of Medicine's Membership Management System to authenticate users against the active directory when they log in using their AMS Membership log in id and password.		
5	Paywall for accessing/downloading Annals articles		

Annex B: Vendor Evaluation Criteria

Evaluator's Name: _____

Designation: _____

Vendor: **(Please fill in the company's name)**

Rating: 1 – Poor 2 – Fair 3 – Average 4 – Good 5 – Excellent				
S/N	EVALUATION CRITERIA (OTHER CRITERIA)	RATING (1 TO 5)	PERCENTAGE	TOTAL
1	Well-constructed, informative and impressive response to our proposal		20%	
2	Proposed Project Plan and Services		20%	
3	Web developer's design and creative skills		20%	
4	Price competitiveness and Cost Effectiveness		40%	
5	TOTAL		100 %	

Evaluator's Signature: _____

Date: _____

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Annex C : Past Track Projects of Clients

**Use form to fill in and provide information such as timeframe of projects, testimonials, experience relevant for
this tender, etc.)**

No	Company's Name	Company's URL

Please add additional rows where necessary.