

КЫРГЫЗ РЕСПУБЛИКАСЫНЫН
ТРАНСПОРТ ЖАНА
КОММУНИКАЦИЯЛАР
МИНИСТРЛИГИ



МИНИСТЕРСТВО
ТРАНСПОРТА И
КОММУНИКАЦИЙ
КЫРГЫЗСКОЙ РЕСПУБЛИКИ

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№ 14-9/330
На № _____

« 02 » 03 202 2 ж. (г.)

For Bidders
ADB Project Implementation Unit
website development

Project Title : *Loan 3432/ Grant 0496 - CAREC Corridors 1 and 3 Connector Road Project*

Subject : Request for Quotations - Services for modernization of the website of the ADB PIU, MOTC KR (RFQS)

Sir/Madam:

1. The *Ministry of transport and communications of the Kyrgyz Republic* (Client) hereby invites you to submit price quotation/(s) for the performance of the services described in the **Scope of Services** attached as **Appendix A** in these documents. If you, however, have been associated with the preparation of this **Scope of Services** that is the subject of this request, you shall be disqualified.

To assist you in the preparation of your price quotation we enclose, in addition to the **Scope of Services**, the **Form of Quotation** and **Form of Contract**.

2. If you/your firm, however, falls under any of the following conditions, your proposal shall not be considered:
 - (a) you/your firm are/is not a citizen/national of an ADB member country, or
 - (b) you/your firm have/has been associated with the firm that prepared the terms of reference or engaged in the preparation of the Project for which the contract that is subject of this request for quotations was identified, or
 - (c) you/your firm are/is owned by the Client, or
 - (d) you/your firm are/is currently sanctioned or temporarily suspended by the Asian Development Bank for a violation of its Anticorruption Policy (1998, as amended to date) or
 - (e) the contracting of services from your country or any payment to persons or entities

in your country is prohibited in compliance with a decision of the United Nations Security Council under Chapter VII of the Charter of the United Nations.

3. To be qualified, you must have experience as a Service Provider of the services covered by this **Request for Quotation**. You must attach an evidence of your experience as a Service Provider in at least one contract in the last 3 years of a size and nature similar to the requirements of this contract other requirements indicated in para Qualification requirements appendix A TOR.
4. Your quotation/(s) should be submitted in accordance with the following instructions, procedures, and the terms and conditions of the **Contract**.

Preparation of Quotations

- (a) Your price quotation/(s) shall be for all the items as described in the **Scope of Services**, and submitted only in the attached **Form of Quotation**. The currency of quoted prices and payment shall be *KGS (Kyrgyz som)*.
- (b) You shall submit only one set of quotations for the above items. Your quotation must be typed or written in indelible ink and shall be signed by you or your authorized representative. Without a signature in your **Form of Quotation**, your quotation will not be considered further.
- (c) You shall submit one original of the **Form of Quotation** clearly marked as "Original". In addition, you shall also submit one copy marked as "COPY". In case of any discrepancy between the Original and the Copy, the Original shall prevail.
- (d) Your quotation(s) should be valid for a period of 30 days from the deadline for submission of the quotation/(s) as indicated below. If you withdraw your quotation during the validity period and/or refuse to accept the award of a contract when and if awarded, then you will be excluded from the list of Service Providers for the project for two years.

Submission and Opening

- (e) Your **Form of Quotation** should be submitted by **March 18, 2022 4-00 PM Bishkek time** with the required documents that should be signed, sealed in an envelope and addressed to and delivered to the following address:

Client's Address : Ministry of Transport and Communications of the Kyrgyz Republic, 720017, Bishkek, 6th floor, office 601 and/or 608

720017, Bishkek, Isanov str., 42,
Telephone : +996 312 900-970
Fax: +996 312 314-378

- (f) Quotations shall be opened in public, in the presence of participating Service Providers' representatives who choose to attend, on **March 18, 2022 at 4-15 PM Bishkek time** at the following address: *Ministry of Transport and Communications of the Kyrgyz Republic, Bishkek, 6th floor, conference-room.*

Evaluation and Comparison

- (g) Quotations determined to be substantially responsive to this **Request for Quotation** will be evaluated by comparison of their offer prices. A quotation is not substantially responsive if it contains material deviations or reservations to the terms, conditions, and specifications in this **Request for Quotation**.
- (h) In evaluating the quotations, the Client will adjust for any arithmetical errors as follows:
- (i) where there is a discrepancy between amounts in figures and in words, the amount in words will govern; and
 - (ii) where there is a discrepancy between the unit rate (where applicable) and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern; and
- If you refuse to accept the correction/(s), your quotation will be rejected.

Award of Contract

- (i) The Client shall award the contract to the Service Provider whose quotation has been determined to be substantially responsive to this Request for Quotation and who has offered the lowest price quotation.
- (j) The Service Provider whose quotation has been accepted will be notified by the Client within 25 days from the date of submission of quotation through the return of a copy of the **Form of Quotation with Acceptance** signed by the authorized representative of the Client.
- (k) The successful Service Provider shall sign the **Contract** governed by the annexed **Contract Terms and Conditions**. In addition to the quoted price, the contract price shall include Value Added Tax (VAT) in the Kyrgyz Republic.

5. Further information can be obtained from:

Name : Sanjar Ibraimov, Head of the Project Implementation Unit, Ministry of Transport and Communications of the Kyrgyz Republic
Address : 720017, Bishkek, Isanov str., 42,6th floor, office 601
Telephone : +996 312 900-970
Fax : +996 312 314-378
E-mail : procurement.ipig@piumotc.kg, procurement.ipig@gmail.com

6. The Client intends to apply funds from the **Asian Development Bank (ADB)** for eligible payments under the **Contract** resulting from this **Request for Quotation**.
7. Under **ADB's Anticorruption Policy** (1998, as amended to date), the Service Providers shall observe the highest standard of ethics during the procurement and execution of such contracts. ADB may reject a proposal for award, and may impose sanctions or other remedial actions on parties involved, if it determines that the Service Provider recommended for award or any other party, directly or through an agent, has engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices or other integrity violations in competing for, or in executing the Contract. At the time of submission of your quotation, you should not be in ADB's sanctions list. A firm/individual shall not be eligible to participate in any procurement activities under an ADB-financed, -administered, or -supported project while under temporary suspension or debarment by ADB pursuant to its Anticorruption Policy, whether such debarment was directly imposed by ADB, or enforced by ADB pursuant to the Agreement for Mutual Enforcement of Debarment Decisions.
8. You/your firm, joint venture partners, associates, parent company, affiliates or subsidiaries, including any subcontractors or suppliers for any part of the Contract, are not, or have never been, temporarily suspended, debarred, declared ineligible, or blacklisted by the client's country, any international organization, and other donor agency.

If so debarred, declared ineligible, temporarily suspended, or blacklisted, please state details (as applicable to each joint venture partner, associate, parent company, affiliate, subsidiaries, subcontractors, and/or suppliers):¹

(a) Name of Institution: _____

(b) Period of debarment, ineligibility, or blacklisting (start and end date):

(c) Reason for the debarment, ineligibility, or blacklisting:

¹ Any such disclosure shall be forwarded by the Client to ADB.

9. You/your firm's, joint venture partners', associates', parent company's affiliates' or subsidiaries', including any subcontractors' or suppliers', key officers and directors have not been [charged or convicted] of any criminal offense (including felonies and misdemeanors) or infractions/violations of ordinance which carry the penalty of imprisonment.

If so charged or convicted, please state details:²

(a) Nature of the offense/violation: _____

(b) Court/Area of jurisdiction: _____

(c) Resolution (i.e. dismissed; settled; convicted/duration of penalty):

(d) Other relevant details:

10. You/your firm understands that it is your obligation to notify ADB should you/your firm, joint venture partners, associates, parent company, affiliates or subsidiaries, including any Subcontractors or Suppliers, be temporarily suspended, debarred or become ineligible to work with ADB or any other multilateral development banks, the client's country, international organizations, and other donor agencies, or any of your key officers and directors be charged or convicted of any criminal offense or infractions/violations of ordinance which carry the penalty of imprisonment.

11. Any misrepresentation that knowingly or recklessly misleads, or attempts to mislead may lead to the automatic rejection of the quotation/bid or cancellation of the contract, if awarded, and may result in remedial actions, in accordance with ADB's Anticorruption Policy (1998, as amended to date) and Integrity Principles and Guidelines (2015 as amended from time to time).

12. A bidder shall not have a conflict of interest. All bidders found to have a conflict of interest shall be disqualified.

13. Please confirm by fax/e-mail the receipt of this request and whether or not you will submit the price quotation(s).

Sincerely,

First Deputy Minister



N. Kaiynbaev

² Any such disclosure shall be forwarded by the Client to ADB.

FORM OF QUOTATION (Services)

_____ [date]

To: Ministry of Transport and Communications of the Kyrgyz Republic

Address: 720017, Bishkek, Isanov str., 42,6th floor, office 601

We offer to execute the Ministry of transport and communications of the Kyrgyz Republic Project Implementation Unit website development № CAREC 1&3/CRP/web-site/2022 in accordance with the **Contract Terms and Conditions** and the **Scope of Services** accompanying this Quotation for the Contract Price of _____ [amount in words and numbers] (_____) [name of currency] _____.

We offer to execute the Contract for developing a website for the ADB Projects Implementation Group of the Ministry of Transport and Communications [name and number of Contract] in accordance with the **Contract Terms and Conditions** and the **Scope of Services** accompanying this Quotation for the Contract Price not to exceed _____ [amount in words and numbers] (_____) [name of currency] _____ in accordance with **Price Schedule** annexed to the **Scope of Services**.

Note: Attach a Price Schedule form to the Scope of Services.

We propose to complete the performance of the services described in the **Contract** within the Completion Period indicated in the priced **Scope of Services**.

This Quotation and your written acceptance will constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Quotation you receive.

We hereby confirm that this Quotation complies with the Validity of the Offer condition imposed by the **Request for Quotation** document.

We: (a) are a national of an ADB member country; (b) have not been associated with the firm that prepared the terms of reference or engaged in the preparation of the Project for which the contract that is subject of this request for quotations was identified; (c) are not owned by the Client; (d) are not currently sanctioned or temporarily suspended by the Asian Development Bank; and (e) to the best of our knowledge, is not prohibited from being contracted in compliance with a decision of the United Nations Security Council.

Name of Service Provider: _____

Authorized Signature : _____

Name of Signatory : _____

Title of Signatory : _____

Address : _____

Telephone Number : _____

Fax Number, if any : _____

Email address (optional) : _____

ACCEPTANCE

The Client accepts the Service Provider's offer to provide the service.

Name of Client : Ministry of Transport and Communications of the Kyrgyz Republic

Authorized Signature : _____

Name of Signatory : N. Kaiynbaev

Title of Signatory : First Deputy Minister

Date : _____

PRICE SCHEDULE

Item no.	Item or Activity	Unit	Unit Price
1	Signing the contract and providing an advance payment	1	After signing the contract and providing the work schedule 20% of the contract amount
2	58 days after signing the contract - offloading the site for hosting	1	in case of successful acceptance - 70% of the contract amount shall be paid
3	88 days after signing the contract – 30 days will be given for checking functionality of final website, in case of faults or lags Contractor should provide corrective measures	1	in case of successful acceptance - 10% of the contract amount shall be paid

CONTRACT

Name of Country: *Kyrgyz Republic*

Project Name: *Loan 3432/ Grant 0496 - CAREC Corridors 1 and 3 Connector Road Project*

Name of Contract: ADB Project Implementation Unit website development

Contract Number: CAREC 1&3/CRP/web-site/2022

This Contract is entered into on _____[date]____ day of _[month]_, _[year]____, between *Ministry of transport and communications of the Kyrgyz Republic* (hereinafter called "the Client") on the one part, and _____[name of Service Provider]_____ (hereinafter called "the Service Provider") on the other part.

Whereas the Client has requested a quotation for *Ministry of transport and communications of the Kyrgyz Republic* ADB Project Implementation Unit website development [*description of services*] to be performed by the Service Provider in accordance with the **Contract**, and has accepted the Quotation by the Service Provider in the amount of _____[amount in words]_____ [amount in figures] hereinafter called "the Contract Price".

The Client and the Service Provider agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Contract, viz:
 - a) **Form of Quotation, with Scope of Services and Appendix** [*and Price Schedule under Option B form of quotation*]; and
 - b) **Contract Terms and Conditions**;
2. Taking into account payments to be made by the Client to the Service Provider as hereinafter mentioned, the Service Provider hereby enters into this Agreement with the Client to execute and complete the performance of services under the Contract.
3. The Client hereby agrees to pay, in consideration of the successful performance of the services, the **Contract Price** as indicated and accepted in the **Form of Quotation**, under payment terms stipulated in the **Contract Terms and Conditions**.

IN WITNESS whereof the parties hereto have executed the **Contract** under the laws of *the Kyrgyz Republic* on the date indicated above.

Signature and seal of the Client:

For and on behalf of *Ministry of Transport
Communications of the Kyrgyz Republic*

Signature and seal of the Service Provider:

For and on behalf of

First Deputy Minister N. Kaiynbaev

Name of Authorized Representative

CONTRACT TERMS AND CONDITIONS

Project Name: *Loan 3432/ Grant 0496 - CAREC Corridors 1 and 3 Connector Road Project*

Client: *Ministry of transport and communications of the Kyrgyz Republic*

Contract No. CAREC 1&3/CRP/web-site/2022

1. Definitions

- (a) "Contract" means the agreement entered into between the Client and the Service Provider, together with the Contract Documents referred to therein, including all attachments, appendixes, and all documents incorporated by reference therein.
- (b) "Contract Documents" means the documents listed in the Contract, including any amendments thereto.
- (c) "Contract Price" means the price payable to the Service Provider as specified in the Contract, subject to such additions and adjustments thereto pursuant to the Contract.
- (d) "Completion" means the fulfilment of the committed services by the Service Provider in accordance with the terms and conditions set forth in the Contract.
- (e) "Client" means the entity purchasing the Services.
- (f) "Services" means the services the Service Provider will perform as specified in the Scope of Services in Appendix A.
- (g) "Service Provider" means the natural person, private or government entity, or a combination of the above, whose bid to perform the Contract has been accepted by the Client and is named as such in the Contract.
- (h) "ADB" is the Asian Development Bank.

2. Applicable Law

The Contract shall be interpreted in accordance with the laws of the Client's country.

3. Language

All communications and documents related to the Contract shall be in English or Russian language.

4. Assignment

Any assignment of this Contract or of any rights hereunder, in whole or in part without the prior written consent of the Client shall be void.

5. Fraud and Corruption

This Contract shall be covered by the provisions of ADB's Anticorruption Policy (1998, as amended to date) and Integrity Principles and Guidelines (2015, as amended from time to time) that requires Borrowers (including beneficiaries of ADB-financed activity), as well as Service Providers and Contractors under ADB-financed contracts, to observe the highest standard of ethics during the procurement and execution of such contracts.

6. Performance of the Services

The Service Provider shall carry out the Services with due diligence and efficiency and shall furnish to the Client such information related to the Services as the Client may from time to time reasonably request. The Service Provider shall at all times cooperate and coordinate with the Client with respect to the performance of the Services.

7. Required Performance Standards (with attachments as necessary to be prescribed by Client.)

- (a) General Description
- (b) Specific Standards
- (c) Performance Parameters

Service Provider confirms compliance with above standards and parameters.

8. Service Completion Schedule

The services should be completed as per schedule indicated in the **Scope of Services** but not exceeding 6 months from the date of signing of contract.

9. Fixed Contract Price

The prices indicated in the **Form of Quotation** are firm and fixed and not subject to any adjustment during contract performance, subject to Clause 11 [Payment] below.

10. Taxes and Duties

The Service Provider shall be entirely responsible for all taxes, duties, license fees, etc., incurred until completion of the services to the Client.

11. Payment

Upon submission by Service Provider of claim and subsequent verification of the claim by Client, payment of the contract price shall be made in the following manner:

- (a) In accordance with the Price Schedule, the amount resulting from multiplying the claimed and verified quantity of the item or activity with the unit price indicated in the accepted Form of Quotation.

12. Resolution of Disputes

The Client and the Service Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute between them under or in connection with the Contract. In the case of an unresolved dispute, the dispute shall be settled in accordance with the provisions of the Kyrgyz legislation.

13. Independent Service Provider

Nothing contained in this Contract shall be construed as establishing or creating the relationship of master and servant, employer and employee or principal and agent between the Client and the Service Provider, or his employees or agents or other persons engaged by the Service Provider to perform any of the services.

14. Intellectual Property Rights

Intellectual Property Rights: (a) The Service Provider shall indemnify the Client from and against any and all claims, liabilities, obligations, losses, damages, penalties, actions, judgments, suits, proceedings, demands, costs, expenses and disbursements of whatsoever nature that may be imposed on, incurred by or asserted against, the Client during or in connection with the Services by reason of: (i) infringement or alleged infringement by the Service provider of any patent or other protected right, or (ii) plagiarism or alleged plagiarism by the Service provider.

15. Failure to Perform

The Client may terminate the Contract if the Service Provider fails to perform the services, in accordance with the above terms and conditions, in spite of a 14-day notice given by the Client, without incurring any liability to the Service Provider. In the event of such termination, the amount due under the Contract shall be subject to equitable adjustment.

16. Termination Due to Integrity Violation

The Client may terminate this Contract, in whole or in part, if the Service Provider, in the judgment of the Client has engaged in integrity violations in accordance with Clause 5 [Fraud and Corruption], in competing for or in executing this Contract.

17. Other Grounds for Termination

The Client may also terminate this Contract, in whole or in part, if the Service Provider becomes insolvent, bankrupt or gives the Client reasonable evidence of its inability to complete the Services as specified, or fails to correct any non-conformity in the Services or performs in bad faith by willfully not observing the terms and conditions of this Contract.

18. Force Majeure

The Service Provider shall not be liable for penalties or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

- (a) For purposes of this Clause, "Force Majeure" means an events beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but not restricted to, act of Client in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- (b) If a Force Majeure situation arises, the Service Provider shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise directed by the Client in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by Force Majeure event.

19. Accounts and Records

- (a) The Service Provider shall keep accurate and systematic accounts and records in respect of the Services in such form and detail as are customary in its profession and are sufficient to establish accurately that the costs have been duly incurred.
- (b) Notwithstanding anything to the contrary stated herein, the Service Provider shall maintain accounts and records, including original receipts, invoices and other supporting documents evidencing payments made by the Service Provider under this Contract, for the period of the Services and for a period no less than 3 years after the expiration or termination of this Contract.
- (c) The Service Provider shall permit ADB to inspect the accounts, records, and other documents relating to the submission of bids and contract performance of the Service Provider and to have them audited by auditors appointed by ADB.

20. Suspension of ADB Loan or Credit.

In the event that ADB suspends the Loan or Credit to the Client, from which part of the payments to the Service Provider are being made, the Client is obligated to notify the Service Provider, with copy to the Client's representative, of such suspension within 7 days of having received ADB's suspension notice.

21. Termination Notice Due to Non-payment

If the Service Provider has not received payments due within the 28 days as provided for in Clause 11 [Payment], the Service Provider may immediately issue a 14-day termination notice.

Appendix A
TERMS OF REFERENCE

Contract	CAREC 1&3/CRP/web-site/2022
Project	Loan 3432/ Grant 0496 - CAREC Corridors 1 and 3 Connector Road Project
Competence	Ministry of Transport and Communications of the Kyrgyz Republic ADB Project Implementation Unit website development

Goal/Objective:

The main objective of the Contractor is to develop the web-site of the ADB PIU of the Ministry of Transport and Communications of the Kyrgyz Republic, on an on secure open source platform; ensure the migration of the site to a new server with an assured service level as set out in an SLA, as well as web site maintenance and search engine optimization. The site will afford convenient access to information on the implemented and actual projects for population and mass media.

ADB PIU of the Ministry of Transport and Communications of the Kyrgyz Republic is department which handles day-to-day implementation activities, in particular (i) advising MOTC KR on procurement of best quality goods, works and consulting and audit services at the least cost, (ii) designing the learning and development program, (iii) verifying supporting documents submitted by contractors and consultants (iv) obtaining ADB approvals, (v) monitoring and evaluating project activities and outputs, (vi) reporting the Project's progress to MOTC KR and ADB, (vii) reviewing the Project with ADB missions, and (viii) consulting with the public and disclosing project information to them in consultation with ADB.

Qualification requirements

- Bidder should be a company with at least 3-year experience in website development;
- Bidder should provide legal registration certificate;
- Bidder should show at least 2 examples of self-developed websites with database and complex structure, developed on Wordpress, Joomla, Drupal or other related CMS framework with multilingual support;
- Bidder should provide CV of team's specialist with experience in HTML, CSS, JavaScript, PHP, and other relevant web design coding languages;
- Bidder should provide CV of team's designer with 1-year experience in designing of websites.

The web site will enable easy and intuitive editing and updating/uploading of information and reports should by the administrators. The website will have search capabilities and should have rights of access defined for different users.

Scope of works:

- Development and hosting of the new interactive ADB PIU website;
- Relocating Tender information and reports from piumotc.kg to the new web site;
- Website design development - the site should have a visually friendly design with smooth pop-up elements. Examples (adb.org, worldbank.org);
- The Contractor should make sure in advance that the hosting supports the proposed site programming language, as well as the proposed tools in the development.

Main features of the site:

- The site should have an optimized code and be able to carry a heavy load at peaks of visits;
- The software base of the site should be easy to edit the text and media part, as the information will be updated as the projects progress;

- Have many profiles for editing sections/pages, possibility of delayed editing by the administrator, separate profiles for administrators with different access levels. For example, monitoring information can be edited by companies implementing projects (each company has its own limited access profile), however the information is subject to approval by an PIU engineer with a separate access profile and only then published;
- Automatic backup of the information on hosting every week;
- Have basic tools to control various types of attacks;
- Batch file upload (e.g. uploading 15 pcs. of photos in one package);
- Uploaded files and reports should be classified into categories that will be defined by the Client (basic environmental activities, social safeguards, etc.);
- Automatic updating of the home page and news page according to articles downloaded in other sections;
- The site should be able to switch the language offering Russian, English and Kyrgyz languages, when writing articles it is possible to choose one or more languages of writing;
- Tender information page should be able to track from which countries and how many times the terms of reference have been downloaded to know the expected number of bidders;
- The site search tool should include various filters and provide searching the contents of pdf documents;
- The information page for each project should contain a google maps window with a layer showing the road and basic information about the road;
- The tender announcement page should be marked "ongoing/completed" after the tender period has expired;
- For each of the projects in the Monitoring page there should be a separate page with monitoring information and data visualization tools (diagrams with percentage completion of works);
- Contractors should have access to the Monitoring page with editing tool, but changes cannot take effect without approval from the profiles of the PIU staff and the Administrator.

Tentative site structure:

- Below is the tentative structure of the site, however, it may be changed in progress.
 - Header of the site with main sections (sections grouping is possible)
 - Website search tool
 - Home page
 - News Block – should include tags, which separate topics of the news by thematic. For example, "public consultations", "tenders", "announcements" etc.
 - Uploaded documents
 - About us
 - Information on PIU, beside main information about group will include the links for government agencies and stakeholders websites.
 - Information on ADB values
 - Contract information
 - Information on PIU staff
 - FAQ
 - Ongoing projects
 - Page for each project with location map (google maps with layers)
 - Information on the progress of work for each individual project: progress of road rehabilitation work, environmental issues, resettlement, project impact
 - Tenders
 - Page on announced tenders and shopping
 - Information on completed shopping and tenders, including winners
 - Project Administration Manuals and Procurement plans
 - Reports

- Each project should have sections with environmental, social, and monitoring reports. If published report is update of previous version, administrator should be able to show in same page links for previous versions of document.
- Monitoring
 - Each project should have its own monitoring information page including components implementations
 - For each component, a separate page (for example, the construction component page of the project should reflect the progress of the construction contract and all its related issues. The road safety project component page should reflect the progress of the implementation of the corresponding consultation contract. The road maintenance component page should reflect the progress of the implementation of the relevant contract, and so on.
 - Relevant PIU staff, consultants and contractors, each individually contracted, must have access to editing information on contract performance.
- Grievance Redress Group
 - Grievance submission mechanism during project implementation
 - Orders for establishment of Grievance Redress Groups for each project
 - GRM a complaints-receiving tool – the tool should include text window which gives opportunity for user to write GRM complaint. Administrator of the site, or user with special rights can check the table of complaints of site users, which can be imported in form of short report.
- Side panels
 - Photographs of works (gallery)
 - Useful tools
- Cellar
 - View counter
 - Feedback part – text window, where user can write proposal and complaints about website functioning.

Banner links to the websites of the Ministry of Transport and Communications, ADB, donors.kg, zakupki.gov.kg also needed

Work acceptance milestones:

After each milestone Contractor will provide certificate for acceptance which will include bank details, date and amount for payment. Template of certificate will be provided by Client.

- Signing of the contract and providing advance payment – 20% of the contract amount shall be paid; (calendar days mentioned below)
- 12 days after signing the contract - demonstration of the proposed templates, security features and preliminary design;
- 20 days after signing the contract - first site concept, demonstration to the Client and adjustments;
- 35 days after signing the contract - demonstration of the project site to the Client. Contractor recommends to Client most preferable hosting company.;
- 40 days after signing the contract - unloading the site on free hosting for testing the functionality;
- 50 days after signing the contract - processing of existing problems and complaints about functionality;
- 58 days after signing the contract - offloading the site for hosting (in case of successful acceptance - 70% of the contract amount shall be paid).
- 88 days after signing the contract – 30 days will be given for checking functionality of final website, in case of faults or lags Contractor should provide corrective measures (in case of successful acceptance - 10% of the contract amount shall be paid).