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## **Request for Proposal**

**Development of MRC website including knowledge hub and Intranet**

**Ref no: MRC-AD/MIS/2020/166**

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## REQUEST FOR PROPOSAL (RFP)

This RFP sets out the process by which a Company/Individual, who offers a Proposal in response to this RFP, will be identified for potential award of the Contract.

Please review the document and submit your Proposal via e-mail or post in accordance with the deadlines set forth below:

The coverage should clearly identify the Sender and Receiver (see below)

Please note that no pricing information must appear on this page.

Attention: **Fathimath Himya / Secretary General**

**Maldivian Red Crescent**

**2nd Floor, Plot number 11493, Hithigasmagu, Hulhumale', Maldives**

Information Session: **8<sup>th</sup> November 2020, 15:00 via Zoom** (Interested parties kindly email to [info@redcrescent.org.mv](mailto:info@redcrescent.org.mv) before 7<sup>th</sup> November 2020, 21:00hrs to register for the session)

Proposal submission deadline: **Before 14:00 (Maldivian Time) on 15<sup>th</sup> November 2020**

Expected date of delivery: **Submission of work progress within 30 days of awarding the contract**  
**Final delivery within 2 months.**

**Any Proposals received after the deadline will be rejected**

## 1. DEFINITIONS

Throughout this Request for RFP, unless inconsistent with the subject matter or context

- “MRC”** means the Maldivian Red Crescent, National Headquarters, represented by Secretary General’s delegated representative.
- “RFP”** means Request for Proposal package in its entirety, inclusive of all Appendices and any bulletins or Addenda that may be issued by MRC.
- “Services”** means all services and deliverables to be provided by the contractor as described in this RFP.
- “Proposal”** means an offer submitted by a party in response to this RFP which includes all of the documentation necessary to satisfy the submission requirements of the RFP.
- “Contract”** means any written contract between the Maldivian Red Crescent and the Contractor, or any Purchase Order issued by the MRC to the Contractor, with respect to any Services contemplated by this RFP
- “Works”** means the permanent works to be executed for the completion of the Project.

## **2. BACKGROUND INFORMATION**

### **2.1 MALDIVIAN RED CRESCENT (MRC)**

The Maldivian Red Crescent is an independent, voluntary, humanitarian organization, established on the basis of the Maldivian Red Crescent Law [Law 7/2009]. Its primary objective is to provide humanitarian aid, and to prevent and alleviate human suffering. It is the 187th member of the world's largest humanitarian movement — the International Red Cross and Red Crescent Movement — which every year helps millions of people whose lives have been devastated by crises or conflict.

The Maldivian Red Crescent aims to be the nation's leading humanitarian organization, with Branches and Units spanned all over Maldives. To date it has established 10 Branches and 20 Units. It recruits members and volunteers, implements Programmes and delivers services in adherence to the Fundamental Principles of the International Red Cross and Red Crescent Movement – Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality – making no discrimination as to nationality, race, sex, religious beliefs, language, class or political opinions.

Interested vendors are invited to submit their proposals for the development of the website and its components. Please ensure that all proposals comply with the instructions, failure to comply with the instructions may result in disqualification of the proposal.

### **2.2 OBJECTIVE**

The main purpose is to develop an interactive MRC Website that includes a Knowledge hub accessible to the public making available reliable and verified risk communication tools and an intranet style platform for information management

## **3. ITEM CONDITIONS / SPECIFICATIONS**

Attached Annex 1

## **4. QUOTATION**

**All quotations should have the following:**

### **4.1 PRICE**

All price quoted should be in MVR, & price must be inclusive of all taxes and any other cost applicable until the product is received to MRC.

### **4.2 FINANCIAL OFFERS**

The Financial Offer will NOT be the only one determinant for selection of a Contractor by the MRC. The lowest Financial Offer will not necessarily be selected, and MRC reserves the right to reject any or all Proposals.

In submitting a Proposal the parties acknowledges and agrees that the MRC will not be responsible for any costs, expenses, losses, damages or liability incurred by the party as a result of or arising out of submitting a Proposal, or due to the MRC's acceptance or non-acceptance of its Proposal.

## **5. PROPOSAL SUBMISSION**

### **5.1 SUBMISSION OVERVIEW**

- 5.1.1 The MRC has formulated the procedures set out in the following provisions in this section to ensure that it receives Proposals through an open, competitive process, and that Parties receive fair treatment in the solicitation, receipt and evaluation of their Proposals. The MRC may reject the Proposal of any party who fails to comply with any of such procedures.
- 5.1.2 Proposals should address the proposal content requirements as outlined herein, must be well ordered, detailed and comprehensive. The MRC retains the right to disqualify any incomplete Proposals; clarity of language, adherence to suggested structuring, and adequate accessible documentation is essential to the MRC's ability to conduct a thorough evaluation.
- 5.1.3 The Proposal shall be submitted in English.
- 5.1.4 The Proposal document becomes the property of the MRC and will not be returned. The MRC is not liable for any oral information provided to or from any party. The MRC reserves the right, in its sole and absolute discretion, to change the dates or deadlines or to reject any or all of the Proposals or to change the limits and scope or to cancel this Proposal call, without incurring any cost or liability. The MRC further reserves the right, in its sole and absolute discretion, to waive any irregularities in any Proposal, to negotiate modification of any Proposal, to request clarification and additional information on any Proposal. The MRC may, in its sole and absolute discretion, independently verify any information in any Proposals. The MRC reserves the right to disqualify any Proposal containing any potentially false or misleading information.
- 5.1.5 Confirm in this section that the Proposal meets all requirements of the RFP and that the Contractor will abide by the Code of Conduct. If there is a need to highlight scope clarifications based on the interpretation of the RFP document, all limitations on the extent of work that could be inferred must be identified in this section of the Proposal. If exceptions or scope clarifications are not provided in this section, then the MRC will consider that the scope of works are met in its entirety, and all costs to meet the terms of reference is included, regardless of the text in the body of the Proposal.

## 5.2 PROPOSAL CONTENT

- 5.2.1 **Title Page:** Showing Project Title, closing date and time, Company/Individual name, the address, telephone and fax numbers of the firm, and a contact person who will act as the party's representative for post-submission communications.
- 5.2.2 **Letter of Introduction:** Introducing the Company/Individual and signed by the person(s) authorized to sign on behalf of and to bind the party to statements made in response to this RFP. This should contain the same signature as the person signing the submission forms.
- 5.2.3 **Table of Contents:** Include page numbers, identifying all included materials.
- 5.2.4 **Executive Summary:** Summary of the key features of the Proposal.
- 5.2.5 **Company/Individual Profile and Details:** Overview of the Company/Individual, its history, and its future plans. To permit the party to be evaluated fully as a viable and sound enterprise; include **all the information** stated in 5, 6 and as mentioned below;
- a. Proposal must be submitted with company registration, portfolio of the company/CV of the individuals (qualification, experiences, composition of the team)
  - b. Proposal must contain a technical proposal which should include the following
    - Work quality – Usability and testing
    - Development process - explain the process you will follow to build the CMS, including major milestones and evaluation
    - Timeline – schedule of deliverables in a Gantt chart (proposed timeline should not exceed 2 months duration)
    - Schedule of deliverables
    - Maintenance and support - address any important technology information and specifications used in your solution (languages, platform, etc.)
    - Training and Style Guide: Must train our staff to use site tools and provide a style guide
  - c. Proposal must contain a financial proposal with a detailed budget (breakdown, item description, unit price in MRF, technical specification, etc.)

## 5.3 PROPOSAL DOCUMENTATION AND DELIVERY

- 5.3.1 Proposals, with all required documents and all inquiries regarding this must be emailed with RFP title in subject to: **info@redcrescent.org.mv by 15th November 2020, 14:00hrs**. The proposal should be addressed to;

**Fathimath Himya / Secretary General**

**Maldivian Red Crescent**

**2nd Floor, Plot number 11493, Hithigasmagu, Hulhumale', Maldives**

## Annex 1

# Specifications/features required for Develop Development of MRC website including knowledge hub and Intranet

### Functionality of website

- Content Management System
- Live Statistics
- Language (Dhivehi/English)
- Mobile Optimization
- Accept Payment online
- Separate page for each branch office with separate access privilege
  - Branch office page must include following sub pages
    - Governance
    - News/Blogs
    - contacts
  - have ability to add additional page.
- MRC online Shop
- Must be able to apply for volunteer/member's
  - Accept members fee from payment gateway
- Knowledge Hub (sub-domain)
  - Development of a Knowledge hub accessible to the public making available reliable and verified risk communication tools including Information, Education and Communication materials. (Repository of resources)
  - Must Include: Comprehensive Search function, Sub-Categories, Tags
  - Knowledge hub will include, view, and download PDF, Presentations, Image files and Embedded videos
  - Basic Description of each file and related files identified through tags
- Intranet for staff (sub-domain)
  - Development of an intranet style platform for internal information management that would be used as a primary planning, monitoring, evaluation, reporting tool and share resources for MRC.
  - Function:
    - Resources Sharing: Share common resources for programs (PSS, first aid, disaster management etc.) separately.
    - Reporting tool: submit incidents and periodic reports separate for individuals and branch offices.
      - Incidents reporting: users can create multiple incidents and submit fillable reports based on incidents.
      - On each incidents a summary must be displayed based on the submitted reports. Example:\_ how many individuals or household effect from the incident.
      - Periodic reports: weekly/monthly reports by each branch office or individual reports. Example: monthly financial reports
      - Notifications when submits reports
      - Customs field for forms
    - Members and volunteer form approval process by submitted branch office
- Admin Panel to change content of the website and for user management
  - Admin users with management with authorization level privileges for separate pages as well

- Users management for individuals and branch office with authorization level privileges
- Record user/staff activity
- Must include all current website content and functionality.
- Must provide user and admin manual
- Provide user and admin training

### Security

Work over a secure communication channel. Enforce strong passwords. Add watermarks on our videos/contents.

### API

An extensive Rest-API to communicate with our other online systems

### Web standards

Built on top of the most modern stable versions of 2019 or 2020 web standard and technologies.

### Additional Notes

- Liaise with relevant programme department and relevant team members to understand users' needs and identify corresponding user interface requirements, workflows, and functionalities.
- Test designs with representative users before implementation.
- Browser compatibility. The site must be compatible with the current versions of the following browsers (Firefox, Internet Explorer, Safari, and Chrome)
- Add a comprehensive search functionality to the web site.
- Ensure a consistent visual language on the new site by introducing fixed styles in templates ensuring consistency in fonts, formatting, icons, images, layout techniques.