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## **Request for Proposal**

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

**Ref no: MRC-AD/MIS/2020/211**

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## NOTICE TO POTENTIAL BIDDERS REQUEST FOR PROPOSAL (RFP)

This RFP sets out the process by which a Bidder, 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 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: **29<sup>th</sup> December 2020, 15:00 hrs via Zoom** (Interested parties kindly email to [info@redcrescent.org.mv](mailto:info@redcrescent.org.mv) before 28<sup>th</sup> December 2020, 14:00 hrs to register for the session)

**Only those who attend the information session will be eligible to submit the proposal.**

Applications (without financial quotations) to be emailed to [info@redcrescent.org.mv](mailto:info@redcrescent.org.mv) before 02<sup>nd</sup> January 2021, 14:00hrs and financial quotations to be emailed to [info@redcrescent.org.mv](mailto:info@redcrescent.org.mv) **during the bid opening session on 05<sup>th</sup> January 2021**, 14:00 hrs. Bid opening session will be held via zoom and link will be shared with the applicants prior to the session

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.
- “Bidder”** means a company/party who submits a Financial Offer in response to a formal Request for Financial Offer. This can be in the form of a Joint Venture.
- “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 Bidder 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.
- “TEC”** means the Tender Evaluation Committee formed by the MRC to evaluate the Proposals.

## 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

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

#### Functionality of website

- Content Management System
- Live Statistics (using data from external system)
- 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

API must be build with API-first approach having an extensive Rest-API to communicate with our other online systems

### UI

Search engine optimize and using modern web frameworks

### 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.

#### **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 **Bid form:** Completed bid form as cover sheet of the bid proposal
- 5.2.2 **Title Page:** Showing Project Title, closing date and time, Bidder's 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.
- 5.2.3 **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.
- 5.2.4 **Table of Contents:** Include page numbers, identifying all included materials.
- 5.2.5 **Executive Summary:** Summary of the key features of the Proposal.
- 5.2.6 **Bidder's 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;
- Proposal must be submitted with company registration, portfolio of the company/CV of the individuals (qualification, experiences, composition of the team)
  - 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
  - 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 Bidders must submit the hard copies of the Proposals in sealed envelopes to 2nd Floor, **Plot number 11493, Hithigasmagu, Hulhumale', Maldives** by 29th October 2020, 14:00hrs. The proposal should be addressed to;

**Fathimath Himya / Secretary General**

**Maldivian Red Crescent**

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

- 5.3.2 The bidder must ensure that the bid is received to MRC before the proposal submission deadline.

## 6. TENDER EVALUATION



## **6.1 TENDER EVALUATION COMMITTEE (TEC)**

All Proposals will be evaluated through a comprehensive review and analysis by the TEC, as approved by the Secretary General. The aim of the TEC will be to identify qualified Bidders based on the requirements and to select one best Proposal based on the technical evaluation and financial evaluation criteria as mentioned in Sections 6.2 and 6.3 of this RFP.

## 6.2 SELECTION CRITERIA

6.2.1 Existence of proof that business has been registered (only those who submit proof of business registration will be considered).

1. Experience in the field (similar work completed in the past / track record of successful deliveries / sustainable procurement results)
2. Quality of past work (reference of past work, pictures, etc)
3. Feasibility of technical proposal.
4. Feasibility of financial proposal
5. Details of management facilities, Risk management, sustainable business
6. Favorable terms of delivery (refer to page 1)
7. After sale service and quality and transportation of merchandize

6.2.2 If the Bidder does not fulfil the Selection Criteria, the Proposal will be rejected

## 6.3 SELECTION PROCESS

6.3.1 The TEC will utilize the best format/criteria, in its sole discretion, for the evaluation and selection process to establish a Total Score for each Proposal as noted in the sample evaluation table below:

### Details of Evaluation

#### Step 1: Technical Offer

Evaluation		Max. Score (Points)
	<b>Technical Offer</b>	
1	Experience in the field (Business portfolio, CVs, recommendation, production capacity)	10
2	Quality of work (if available physical samples of prior work, photos, portfolio)	30
3	Feasibility of technical proposal (includes timeline, delivery terms, after sales services)	20
<b>Total Score</b>		<b>60 points</b>

Step 2: Financial Offer (only those who score 60% or higher in technical score will be considered for this step)

Evaluation		Max. Score (Points)
	<b>Financial Offer</b>	
1	Price quotation	30
2	Financial stability (financial statement)	10
<b>Total Score</b>		<b>40 points</b>

6.3.2 The Bidder that achieves the highest overall Total Score will be ranked first in final selection of Bidder.

## **6.4 CLARIFICATIONS**

- 6.4.1 As part of the evaluation process, the TEC may make requests for further information with respect to the content of any Proposal and/ or to ascertain the understanding and responsiveness of the bidder of and to any of the Project information, the Proposal and requirements. The TEC may seek clarification and additional information from Bidders as required, in their sole and absolute discretion.
- 6.4.2 The TEC may request further information from one or more bidder/s and not from others.

## **6.5 EVALUATION RESULTS**

- 6.5.1 Upon conclusion of the evaluation process of the Proposals, highest scored Bidder will be recommended by TEC to Secretary General.
- 6.5.2 Secretary General shall have the right, in their sole and absolute discretion, to approve or reject the recommended Bidder by the TEC.

## **7. AWARDING OF CONTRACT**

- 7.1 Any award of a contract to a Bidder will be at the sole and absolute discretion of the TEC.
- 7.2 MRC reserves the right to revise the scope of the services as the work progresses.
- 7.3 MRC reserves the right to award contract in whole.

## **8. NOTIFICATION OF AWARD**

- 8.1 After completion of evaluation of the Proposals, and approval from Secretary General, MRC shall issue notification of award to the successful Bidder.
- 8.2 Once MRC and the successful Bidder execute the Contract, all other Bidders will be notified accordingly.
- 8.3 At the same time that the successful Bidder has been notified that the Proposal has been accepted, a contact person at MRC will send the successful Bidder the updated Contract, which shall include further terms as may be agreed upon between the Bidder and the MRC.
- 8.4 The Contract will come into effect upon signing of the Contract by both the Client (MRC) and the successful Bidder.

## **9. CONSULTING CONTRACTS / PURCHASE ORDERS**

- 9.1 The selected Bidder shall enter into the Contract with the MRC and Annexes provided with this RFP will be used to form the Contract for this project and the Project Code of Conduct Commitment as attached in Annex "B".
- 9.2 Upon execution of the contract between MRC and the winning Bidder, a Letter of Credit will be opened in the name of the successful bidder; the signed Contract shall supersede all other documents, including this RFP.
- 9.3 The Bidder shall be aware of the terms and conditions forming the final Contract, If a discrepancy exists between this RFP and the final Contract.

## **10. CONFIDENTIALITY**

- 10.1 The Bidder agrees that they shall not disclose Confidential Information to any third party, except to its directors, officers, employees or volunteers, with a need to know in regard to this RFP, without the express written consent, nor make use of any Confidential Information other than for the purpose of this RFP. The Bidder further agrees to protect Confidential Information from transfer or disclosure to others by use of the same measures that each party uses to protect its own Confidential Information, but not less than reasonable measures.
- 10.2 Confidential Information: “Confidential Information” means any information or material that relates to each party’s business and affairs and that: (i) is clearly marked “confidential” or “proprietary” if provided in written form, (ii) is preceded by a statement that such information is confidential or proprietary, if provided in oral form, or (iii) given the circumstances surrounding disclosure, should in good faith be treated as confidential or proprietary.
- 10.3 Exclusions: Confidential Information shall not include any information that: (i) is in the public domain at the time of its communication; (ii) is independently developed by each party (iii) entered the public domain through no fault of either party subsequent to communication with the other party; (iv) is in possession of either party free of any obligation of confidence at the time of it was communicated to each of the party’s; or (v) is communicated to each of the party’s by a third party under no legal obligation to maintain the confidentiality of the information. Additionally, each party may disclose such Confidential Information to the extent required by legal process; provided that, prior to making any such disclosure, each party shall notify the other party of same and that each party shall have the right to participate with the other party in determining the amount and type of Confidential Information, if any, which must be disclosed in order to comply with any such legal process.

## **11 DISCLAIMER**

The MRC and its advisors make no representation or warranty as to the accuracy or completeness of the information provided in connection with this RFP and disclaim all express and implied representations, warranties and conditions in connection with this RFP. Bidders should make their own investigations, projections, and conclusions and consult their own advisors to verify independently the information contained in this RFP, and to obtain any additional information that they may require, prior to submitting a Proposal.

## **12 NO LIABILITY**

Expenses incurred in the preparation of proposals in response to this RFP are the Bidder’s sole responsibility and may not be charged to the MRC or claimed by the Bidder in any way. The MRC has no liability whatsoever for any costs of any kind incurred by any Bidder or any other damages or losses in any way related to a Bidder’s participation in this RFP, including without limitation considering and choosing among the Proposals, nor shall the MRC accept any liability or responsibility for the Bidders’ actions vis-à-vis the MRC or any third party in receiving and responding to this RFP.

## **13 CHOICE OF LAW**

This RFP shall be governed by and construed in accordance with the laws in force in the Maldives and the Maldives courts will have exclusive jurisdiction to hear any disputes under this RFP.

**14. ANTI-CORRUPTION COMMITMENT.**

1. Highest Ethical Standards

The BIDDER shall follow the highest ethical standards in all aspects of project implementation to prevent the occurrence of bribery and corrupt practices.

2. Prohibition on Direct or Indirect Engagement in Bribery and Corruption

The BIDDER shall not engage in any bribery or corrupt practices or any kind nor should they do business with any person or third party where the supplier knows or suspects the existence of any illegal, unethical or questionable practices. Prohibited practices include offering, gifting, or playing for an undue benefit or consideration of any kind.

3. Take corrective steps if needed and disclose

If the BIDDER discovers bribery or corrupt activities, it shall promptly take appropriate action to correct the problem and promptly notify the MRC of its actions.

**By affixing the signature of their authorized representative below the Parties declare to have received, read and understood the Project Code of Conduct. The Parties further agree to abide by its terms and conditions.**

**FOR THE BIDDER**

\_\_\_\_\_

By:

On \_\_\_\_ day of \_\_\_\_\_ 2020

**CERTIFICATION:** The undersigned, an authorized signer for the company, hereby certifies that the information provided herein, including that on any attached pages is true and correct to the best of his/ her knowledge.

**Name and Title:**.....

**Signature:**..... **Date:** .....