

Request for Proposal to Hire a local firm to design and develop the Naiboli Portal (Citizen's Service Portal and Management Portal) of Naifaru Council.

<p>Bid Registration</p>	<p>Interested parties are requested to register at procurement@naifaru.gov.mv before 10:00am of 07th March 2024.</p> <p>To register interested parties must pay MVR 100 as a registration fee and send the payment slip to 7247788 and to the email mentioned above.</p> <p>Payment information: Acc Name: 1370 Revenue 1 Acc No: 7705700335001</p> <p>Documents required for registration: Interested parties shall attach payment slip, along with alternative email address and communication focal point representing the company for the tender.</p>	<p>07th March 2024 before 10:00 AM</p>
<p>Pre-bid meeting and RFP document handover</p>	<p>The council will email an Information Sheet and Request for Proposal document to the bidders who have registered in due time. All the registered bidders will be invited to a pre-bid meeting.</p>	<p>07th March 2024 before 1:00 PM</p>
<p>Proposal Submission</p>	<p>All the proposals shall be submitted to Naifaru Council as addressed and instructed in the RFP document prior to the submission deadline.</p>	<p>14th March 2024 1:00 PM</p>



Reference No	(IUL)327-A/327/2024/61
Title	RFP - to Hire a local firm to design and develop the Naiboli Portal (Citizen's Service Portal and Management Portal) of Naifaru Council
Clarification of RFP Documents	Interested parties may obtain further information or any clarifications during pre-bid meeting at 1300hrs on 7 th March 2024.
Submission and opening of the proposals	<p>Proposal shall be addressed to: Secretariat of Naifaru Council Lh. Naifaru, Republic of Maldives</p> <p>The proposals are expected to be submitted to the address on local time 1300hrs 14th March 2024. Only proposals submitted at this time will be eligible to proceed to evaluation. Proposals not submitted on time will be disqualified.</p> <p>As stated in the gazette document, only registered parties are allowed to participate in this bid. Bid documents and RFP is only provided to registered parties. Registration deadline is not later than 1000hrs on 07th March 2024.</p> <p>Email to submit: procurement@naifaru.gov.mv and cc to moosa.hameel@naifaru.gov.mv and info@naifaru.gov.mv</p>
Contact Person for inquiries	<p>Mr. Moosa Hameel Secretary General Naifaru Council moosa.hameel@naifaru.gov.mv 6620199</p> <p>All the inquiries shall be sent before 13th March 2024 10:00AM</p>
Criteria for assessment of the proposal	<p>Technical proposal (70%)</p> <ul style="list-style-type: none"> - Expertise and experience of the firm 10% (Based on references of similar works done and company profile) - Methodology and workplan 40% - Duration 20% <p>Financial Proposal (30%)</p> <ul style="list-style-type: none"> - The bidder shall quote all the prices in Maldivian Rufiyaa - The party with the lowest price will get the highest marks for the financial proposal. - The council is not obliged to select the bidder with the lowest financial proposal. Council's Evaluation Committee will review all proposals to determine the Highest Scored Bidder. The total



	score shall be based on a combination of the weight of the technical and financial scores.
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Required documents for Submission. (Acceptable Criteria)

Interested parties in the tender shall submit their proposals along with all the standard required documents as stated in the RFP. The following documents shall be submitted along with the financial and technical proposal of the bidder.

1. **Proposal Submission Form**
2. **Organization Business Profile Sheet**
3. **Certificate of incorporation/registration** issued by the Ministry of Economic Development of the Maldives.
5. **If the organization is registered for GST.**
 - GST Registration Certificate
 - Tax Clearance Report (Issued within a maximum of three months prior to the date of submission). This report must be submitted before signing the agreement.
6. **Methodology**
 - Proposed duration for each of the works
 - Proposed work plan
 - Technical proposal
 - References & Portfolio of previous works: Details of references for similar works done previously and portfolio of the works if any.
 - Proposed duration for each of the works
 - Academic Certificates of the Team members
 - Team composition
 - Curriculum Vitae (CV) of the team members
 - Training and handover plan
 - User Interface sample layout for Website, Community Portal, and Management Portal. Please note that a link to the design file will also be accepted.



7. Financial Proposal

- Financial proposal for all the deliverables as per this RFP. Pricing should indicate the breakdowns for the lump-sum fee amounts. The fee should be inclusive of ALL considerations.
 - Separate breakdown should be given as follows:
 1. User Interface and Experience
 2. Design and development of Citizen's Service Portal
 3. Design and development of Management Portal
- Pricing should be quoted in MVR and should be inclusive of all taxes.

8. Bid Security (If Applicable)



Instructions to the bidders

General Instructions to the bidder:

1. The Client named in the Data Sheet will select a consulting firm/organization (the Consultant) from those listed in the Letter of Invitation, in accordance with the method of selection specified in the Data Sheet.
2. The shortlisted Consultants are invited to submit a Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the Data Sheet, for consulting services required for the assignment named in the Data Sheet. The Proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected Consultants.
3. The Client will provide at no cost to the Consultants the inputs and facilities specified in the Data Sheet, assist the firm in obtaining licenses and permits needed to carry out the Services, and make available relevant project data and reports.
4. Consultants shall bear all costs associated with the preparation and submission of their proposals and contract negotiation.

Language of the Bid:

1. The proposal document must be written in English

Preparation of proposals:

1. The proposal, both financial and technical, shall be submitted in the language as specified in this RFP.
2. In preparation of the proposal, consultants are requested to have a thorough examination of the document set as required for acceptance of the submitted proposal as per this RFP. Lack of document as required may result in rejection of the proposal.
3. User Interface (UI) and (UX) propositions as submitted for this proposal as per RFP shall be submitted both in PDF format and readable URL with password protection.
4. The proposal which is in compliance with the RFP and meets all the requirements in evaluation criteria with best value for money shall be



selected and awarded the contract. Any offer which does not meet the requirements as per this RFP will be rejected.

BID SECURITY

If the price quoted by a bidding party exceeds MVR 500,000 in value, the bidding party will be required to submit a bid security of MVR 5,000.00 issued by a bank or financial institution registered in the Maldives, with validity of no less than 60 days, as per template provided in RFP. Bank cheques or cash will not be accepted as bid security.

BID AWARDING

1. After technical and financial evaluation, the Successful Bidder will be informed via an official intent to award the bid.
2. Council will have an initial briefing session with the successful bidder once bid is awarded.

Terms of reference

OBJECTIVES OF THE RFP

1. To create an intuitive bilingual Portal which offers but is not limited to council services, requests, comprehensive Island guide, on-going projects and representation of statistical data as provided by the council.
2. Citizen's Service portal whereby Citizens can easily but not be limited to; apply online for public services and track progress of such services.
3. Management portal for the council to easily manage requests through portal, update statistical releases, manage budgeting, create reports required as per Local Government Act, assign tasks and communicate easily with the requests received through Citizen's Service Portal.

DESIGN AND DEVELOPMENT OF CITIZEN'S SERVICE PORTAL

1. Citizen's Service Portal should be a bilingual portal (Both Dhivehi and English). Dhivehi must be the default language for the portal with capabilities to change by toggle.
2. Users will be able to request service without logging to the portal. Registration for the portal should be connected to the e-faas. The council will further



provide advice on best practices to be used for both registration and login process.

3. Users should be able to select a service and request online for the desired service. All forms should be easily fillable. Administrators should be able to create/add/delete services through management portal as per RFP.
4. Users should be able to track the status of the service required. A separate page should be designed for users to track their services and view documents which are added by the Council to the requested service.
5. Should have features to lodge a complaint easily.
6. Should have a feature for users to edit their profile, reset the password and allow notifications for them to receive through the portal.
7. The developer should be able to assist in providing integration for the website wherever necessary. Such integration may include e-Faas login integration, Third-party Chat Support integration and complaints lodging mechanism. Best practice for such shall be advised to the Council by the successful bidder.
8. Portal should have a chat support service as well as link to the main website.
9. Portal should be integrated with the BML Payment gateway. Whereby users can pay online for the services requested. The Council will provide necessary assistance in setting up payment gateway integration with the relevant institutions.
10. All aspects of the Citizen's Service Portal should be integrated with the management portal of the Council as per RFP.
11. should be responsive for all major devices and mobile phones.
12. Name to use for the Portal is "Naiboli" "سُرَابِئِي"



DESIGN AND DEVELOPMENT OF MANAGEMENT PORTAL

Council Management Portal is required by council to manage its day-to-day public services as well as generate reports and it should work as an

1. Management Portal should be integrated with the Citizen's Portal and website.
2. Should have function accept/reject a form applied through Citizen's Service Portal.
3. All the services and service requisitions to the services should be visible in a neat format.
4. Council should see a dashboard through which council can see but not limited to;
 - Overview of services requested through Citizen's Service portal
 - Budget statistics
 - Chat requests received through website and Citizen's Service portal
 - Complaints received through website and Citizen's Service portal
 - Statistics on number of services received, ongoing, pending and resolved
 - Council will provide a stack of information that is mandatory to be viewed through the dashboard.
5. Management Portal should feature an address book consisting of permanent registry holders, whereby council staff can enter addresses of the Citizens and update this information on a daily basis. The address book shall be presented in an easy manner for council staff to update this information.
6. Management portal should feature an archives tab for all the scanned documents of the council. Archives should be easily accessible and manageable to council staff. Council staff should be able to manage archives easily and should have features to add folders and subfolders within the archives tab.
7. Management portal should feature a service requisition registry whereby council staff can view and manage services requested. There should be a separate page for each of the service requisition forms and council staff should be able to upload and manage documents to the page.
8. A separate page should be created for each of the Citizen once requested for a service. Council staff should be able to view the history of service requisition by the person through the management portal.



9. There should be a way to assign tasks to various council staff and track the history of the work rate of the staff easily through a management portal.
10. There should be a way for council staff to add budget and financial information as provided.
11. There should be a way for council staff to easily create reports from the management portal. Such reports are but are not limited to, Public Service Reports, Budget reports, performance reports. A list of reports required by the council will be provided to the successful bidder.

TECHNICAL REQUIREMENT

Preferred language

- Front-end should be developed using JavaScript (React.js is preferred)
- Back-end should be developed using Node.js
- MongoDB should be used as the database

Security

- Passwords should be encrypted
- Prevent cross site scripting
- Prevent NoSQL injections
- Rate limiter should be used by the user's IP address
- Protect against http param pollution
- Add security headers
- Website should be accessible over HTTPS only

Documentation

API endpoints should be well documented.

Deployment:

- The website should be hosted on a Linux dedicated server
- DB should be deployed to MongoDB Atla



Form 1: Proposal Submission Form

Date:

To: {Name and address of Client}

Dear Sir / Madam:

We, the undersigned, offer to provide the “**Development of Naiboli Portal (Citizen’s Service Portal and Management Portal) of Naifaru Council**” in accordance with your Terms of Reference dated “**Insert Date**” and our Proposal. We are hereby submitting our Proposal; our financial offer is for the sum of “***Insert the final total amount(s) in Financial Proposal in words and figures in Maldivian Rufiyaa***” which is inclusive of all applicable taxes.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

Proposal validity is for a period of “**Insert number of days, 60 days minimum**” days. If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the methodology and proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the services and fulfil the requirements of the terms of reference.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company: Address:



Form of Tender Security (Bank Guarantee)

The Issuing Bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.

..... {Bank's Name, and Address of Issuing Branch or Office}

Beneficiary: {Name and Address of Employer}

Date:

TENDER GUARANTEE No.: _____

We have been informed that _____ {name of the Tenderer} (hereinafter called "the Tenderer") has submitted to you its Tender dated _____ (hereinafter called "the Tender") for the execution of _____ {name of contract} under Invitation for Tenders No. _____ ("the IFB").

Furthermore, we understand that, according to your conditions, Tenders must be supported by a Tender guarantee.

At the request of the Tenderer, we _____ {name of Bank} hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of _____ [amount in figures] (_____ [amount in words]) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Tenderer is in breach of its obligation(s) under the Tender conditions, because the Tenderer:

(a) has withdrawn its Tender during the period of Tender validity specified by the Tenderer in the Form of Tender;

or

(b) having been notified of the acceptance of its Tender by the Employer during the period of Tender validity, (i) fails or refuses to execute the Contract Form, if required, or (ii) fails or refuses to furnish the performance security, in accordance with the ITB.

This guarantee will expire: (a) if the Tenderer is the successful Tenderer, upon our receipt of copies of the contract signed by the Tenderer and the performance security issued to you upon the instruction of the Tenderer; and (b) if the Tenderer is not the successful Tenderer, upon the earlier of (i) our receipt of a copy your notification to the Tenderer of the name of the successful Tenderer; or (ii) {insert date} twenty-eight days after the expiration of the Tenderer's Tender.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458

[Signature(s)]



Performance Security

[The issuing bank, as requested by the successful Contractor, shall fill in this form in accordance with the instructions indicated]

Date: [insert date (as day, month, and year)]

Title of the procurement: [Insert general title of the procurement]

Procurement Reference No: [insert reference]

Bank's Branch or Office: [insert complete name of Guarantor]

Beneficiary: [insert complete name of Employer/Procuring Entity]

Performance Guarantee No:

We have been informed that [name of the Contractor], (hereinafter called "the Contractor") has entered into Contract No. [procurement reference number of the Contract]. dated [insert day and month], [insert year], with you, for the execution of [name of contract and brief description of Works] (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Contractor, we [name of the Bank] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of [name of the currency and amount in figures] 1.... (. [amount in words]) such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein. This guarantee shall expire, no later than the day of, 2, and any demand for payment under it must be received by us at this office on or before that date. The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed [six months] [one year], in response to the Employer's written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458, except that subparagraph (ii) of Sub-article 20(a) is hereby excluded.

..... [Seal of Bank and Signature(s)]

Note: -

All italicized text is for guidance on how to prepare this demand guarantee and shall be deleted from the final document.

1 The Guarantor shall insert an amount representing the percentage of the Contract Price specified in the Contract and denominated either in the currency (ies) of the Contract or a freely convertible currency acceptable to the Employer.

2 Insert the date twenty-eight days after the expected completion date. The Employer should note that in the event of an extension of the time for completion of the Contract, the Employer would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee.



