



Instruction to Bidders

This document includes information relevant to the procurement of goods and services, bidding procedure for bidders and guidelines to prepare the bids.

A. Introduction	
Scope of Bid	Bank of Maldives PLC invites sealed bids from eligible bidders for Designing and The Development of New Corporate Website. A local and international competitive bidding will be conducted in accordance with Bank of Maldives PLC's bidding procedure and is open to all Bidders.
Procurement Reference and Name	BML/PD/OPN-BID/2024/012 Designing and The Development of New Corporate Website
Eligible Bidders	This invitation is open to all interested with a formal intent to enter into an agreement. Each Bidder shall submit only one bid. A bidder who submits or participates in more than one bid will cause all the bid proposals for that particular procurement to be disqualified.
B. Preparation of Bids	
Language	The language of the Bid is: English or Dhivehi
Documents Comprising the Bid	The Bidder shall submit the following completed documents with its Bid: Form 1 – Schedule of Requirement (not applicable) Form 2A – Bidder Information Sheet Form 2B – Bid Submission Form Form 2C – Price Schedule for Goods & Services
Bid Prices and Currency	The Bidders shall quote the items to be procured individually specifying the unit rates and prices in <i>Maldivian Rufiyaa (for local vendors) and in US Dollars (for international vendors)</i> , including taxes (if applicable) at the time of current rate
Bid Validity	The bid shall remain valid for 30 days from the date of opening the bids.
D. Submission and Opening of Bids	
Bid Submission	Bidders shall submit their bids on the date of submission at the specified location and time indicated in this section.
Acceptance of Bids	BML shall not accept bids before or after the specified closing time.



Location, date and Time	Bid Submission By visiting Bank: Bank of Maldives Plc. Head Office 5 th Floor, Meeting Room Island: Male' or via email: openbidding@bml.com.mv The deadline for bid submission: Date: 09 th May 2024, Thursday Time: 02:00 PM (Maldivian Standard Time / GMT+5)
Contact details for further information	Please contact; Procurement Department, Telephone: 3015386, 3015359 Email address: openbidding@bml.com.mv
Bid Opening	BML shall conduct the bid opening on the Date of Bid Submission. BML shall open the bids publicly immediately after the expiry of the limit for submission of the bids indicated in the tender documents.
E. Evaluation, and Comparison of Bids	
Confidentiality	Information relating to the examination, evaluation and comparison of Bids, and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the successful bidder is notified.
Documents Establishing the Qualifications of the Bidder	BML shall evaluate each Bid based on the evaluation criterion and methodologies specified in Evaluation and Qualification Criteria to determine the most acceptable bid. No other criteria or methodology will be permitted.
F. Award of Contract	
Award Criteria	BML shall award the Contract to the Bidder whose offer has been determined to be the most acceptable Bid and shall notify the successful Bidder, in writing, that its Bid has been accepted.
G. Appeals and complaints	
Regarding conduct of a bid	Bidders are allowed to file appeals and complaints regarding conduct of a bid, in writing, within 7 (seven) days of opening of the bid.
Regarding outcome of a bid (an award or decision to award)	Bidders are allowed to file appeals and complaints regarding outcome of a bid (an award or decision to award), in writing, within 7 (seven) days of awarding the contract.



Evaluation and Qualification Criteria

Stage 1: Technical

Vendors need to achieve a technical score of 70 marks out of 100 in this technical evaluation stage to be qualified for commercial bid opening. Only those vendors who achieve the specified cutoff scores would be short-listed for commercial bid evaluation.

Technical Proposal will be evaluated for technical suitability, competence, and proposal to meet Bank's specified requirements. The criteria for evaluation of technical bids are as below:

Criteria	Marks	Details
Organizational Experience and Related Work	15	To check if vendor has successfully completed similar projects and has the qualifications necessary to undertake this project. <u>Past Projects</u> Websites developed with multilingual functions for corporates and businesses. If carried out 5 or more projects – (5 marks) If carried out 3 projects – (3 marks) If carried out 1 project – (1 mark) <u>Experience of the lead developers</u> If 5 or more years – (10 marks) If 3 - 4 years – (5 marks) If less than 3 years – (2 marks)
Website design	35	<ul style="list-style-type: none">○ UI/UX (20 marks)○ Site map and features including responsive and inclusive design (10 marks)○ Style guide (5 marks)
Functionality and technical specifications	35	<ul style="list-style-type: none">○ Calls to Action, multi-lingual options (10)○ Immersive visual experience and gamification (15)○ SEO (10)
Content Management System	10	<ul style="list-style-type: none">○ The easiness to create, manage, and modify content on a website without the need for technical support
Non-functional considerations	5	Security updates



Stage 2: Financial

Vendors should submit the price for each of the following:

Criteria	Marks	Details
Design and Development	85	The lowest bid will receive the full 85% score, with other bids being scored on a pro-rata basis relative to the lowest price.
Support Service (for 1 year)	15	The lowest bid will receive the full 85% score, with other bids being scored on a pro-rata basis relative to the lowest price.

The vendor with the highest score from the sum of the two criteria will be awarded the bid.

Timeline:

6 months

Note: -

- Bids will be opened in the presence of the bidders and/or representatives of the bidders.
- Companies must submit a board resolution with details of the Representative/s attending to submit proposals on company's behalf.
- In case of new vendors, it is requested to apply for registration as a vendor with all related documents. (Vendor form available in BML website, download page)
- The Bank may reject any vendor to participate in a bid, provided the decision is communicated to the vendor on or before the opening of the bids.
- Bidders are Prohibited to submit offers under various names irrespective of whether it is from separate legal entities in case where the bidder directly or indirectly controls or is controlled by another vendor. A bidder who submits or participates in more than one bid will cause all the bid proposals for that particular procurement to be disqualified.
- Fine for late delivery will be charged per day and if the work/ item(s) are not completed within the agreed period, Bank has the right to cancel the contract.
- Penalty charge shall be imposed in respect of each item/service of non-compliance with the bid conditions.
- (If applicable) it shall remain your responsibility to ensure that your quotation/proposal reach the email on or before the deadline. Quotations/Proposals that are received after the deadline indicated above, for whatever reasons, shall not be considered for evaluation.
- Please note that we may purchase all the items, selected items, or none of the items, based on comparative offers from different vendors.
- Any actual or prospective bidder or contractor who is aggrieved in connection with the solicitation or award of a bid, contract or proposal, may appeal to the MD & CEO of BML. The appeal must be in writing and must list the pertinent facts giving rise to the appeal.



Form 1 - Schedule of Requirement

(Not Applicable)



Form 1 A

List of Goods and Related Services

Lot No. : [if applicable]				
Lot Name : [if applicable]				
Item No.	Name of Goods or Related Services	Description	Unit of Measurement	Quantity

Lot No. : [if applicable]				
Lot Name : [if applicable]				
Item No.	Name of Goods or Related Services	Description	Unit of Measurement	Quantity

Lot No. : [if applicable]				
Lot Name : [if applicable]				
Item No.	Name of Goods or Related Services	Description	Unit of Measurement	Quantity



Form 1 B

Delivery and Completion Schedule

The date or period for delivery to be specified below;

Item No.	Description of Goods or Related Services	Date or Period for Delivery	Location	Required Arrival Date of Goods or Completion Date for Related Services
1.	Designing and The Development of New Corporate Website			



Form 1 C Requirement

Please refer to the attached RFP



Form 2 – Bidding Forms

Table of Forms

A- Bidders Information Form.

B- Bid Submission Form.

C- Price Schedule for Goods and Services.



Form 2A

Bidder Information Sheet

Date: _____

Invitation for Bid No.: *BML/PD/OPN-BID/2024/012*

Legal Name of Bidder	
Bidder's Authorised Representative Information	Name: Address: Telephone/Fax Numbers: Email Address:
List of bid documents to be submitted: as per vendor registration application form. <u>In case of new vendors</u> , it is requested to apply for registration as vendor with all related documents. Any changes/update to the information provided in the registration form, shall be submitted to Bank of Maldives along with revised documents.	



Form 2B

Bid Submission Form

Date: _____
Invitation for Bid No.: *BML/PD/OPN-BID/2024/012*

To: BANK OF MALDIVES PLC.

I/We, the undersigned, declare that:

- (a) I/We offer to supply in conformity with the Bidding Document and in accordance with the delivery schedule specified in the Schedule of Supply, the following Goods and Related Services: _____
_____;
- (b) The total price of my/our Bid, is: _____
_____;
- (c) My/Our Bid shall be valid for a period of 30 days from the date of bid opening in accordance with the Bidding Document, and it shall remain binding upon me/us and may be accepted at any time before the expiration of that period;
- (d) I/We are not participating, as Bidders, in more than one Bid in this bidding process, other than alternative offers in accordance with the Bidding Document;
- (e) I/We understand that this Bid, together with your written acceptance thereof included in your notification of award shall constitute a binding contract between us,
- (f) I/We declare that all the information provided in connection with this bid is true and all documents are true copies of genuine and valid originals.
- (g) I/We confirm that I/we (including owners/ beneficial owners and/or shareholders / partners of the bidder) have not in any way been associated, in the preparation of this Bid, with an employee of Bank of Maldives PLC.
- (h) I/We confirm that I/we (including owners/ beneficial owners and/or shareholders / partners of the bidder) are not employee(s) or immediate family member(s) of employee(s) or Board of Director(s) of Bank of Maldives PLC (Immediate family members are defined as children, spouses and parents).
- (i) I/We confirm that I/we have carefully read, understood and agree to all the terms and conditions of the Bidding Documents.
- (j) I/We understand that you are not bound to accept the lowest or any Bid you may receive.

Name _____

In the capacity of _____

Signed _____

Duly authorized to sign the Bid for and on behalf of _____

Office / Company Seal (if applicable) _____

Date _____

If a bid is awarded on the basis of false information provided, the Bank has the right to disqualify the bidder. In review of this, Bank will be considering the past performance of the bidder in future bids of this nature.



Form 2C

Price Schedule of Service

Name of Bidder _____

Procurement Reference and Name _____

TIN no: _____

#	Description	Total Price (including all taxes applicable)
1.	Designing and The Development of New Corporate Website	

Note

- Please submit a quotation/proposal/BOQ with the detail specification given in the information sheet.
- In addition, please include following details in the quotation/proposal:
 - Detail specification of the quoted product
 - Breakdown of the price (if applicable)
 - Price inclusive of all taxes applicable
 - MIRA Tax clearance report shall be submitted with the bid documents.
 - Vendors should quote price in MVR (for local vendors) and in USD (for international vendors)
 - Delivery duration in calendar days (if not fixed in the request)
 - Payment Terms
 - Quotation validity period
- Proposal with multiple options (other than specified above) **WILL NOT** be accepted.
- Days will be counted starting from the date issuing the Purchase order/Site handover.
- Fine for late delivery/completion will be charged per day and if the work/ item(s) are not completed within the agreed period, Bank has the right to cancel the contract.
- All duties, taxes, and other levies payable, shall be included in the rates and prices and the total Bid Price submitted by the bidder.
- If the service is subject to tax under Section 55 of the Income Tax Act, price inclusive of Withholding tax (WHT).
- No Advance Payment



REQUEST FOR PROPOSALS

Designing and Development of New Corporate Website

Head Office, 11 Boduthakurufaanu Magu, Male', Republic of Maldives, REG No: C-22/1982

SWIFT: MALBMVMV Email: info@bml.com.mv



[bankofmaldives](https://www.bankofmaldives.com.mv)
[bankofmaldives.com.mv](https://www.bankofmaldives.com.mv)

**Background:**

Bank of Maldives is the largest financial institution in Maldives offering the complete spectrum of personal, business, corporate and Islamic financial services. With over 340,000 customers, the Bank has the largest banking network in the country with over 40 branches, 180 ATMs and 200 Agents providing deposit, withdrawal and payment services. The Bank has been at the forefront in adoption and usage of technology to enhance customer experience. Bank of Maldives maintains its corporate website www.bankofmaldives.com.mv which attracts an average traffic of about 100,000 visitors a month.

General Information

This Request for Proposal document (RFP) has been prepared for the purpose of enabling Bank of Maldives (“the Bank”) to select a vendor for design, development and maintenance of Bank’s Corporate Website. Request for proposal is open for local and international vendors.

The website is a vital tool to deliver information on our products and services and contains general information about the organization including regulatory reports.

Project Scope:

1. As part of our plans to provide a better customer experience, the Bank seeks to redesign the official website (www.bankofmaldives.com.mv), its format, structure and navigation, to successfully promote the brand, products and services, facilitate a user-friendly experience and simplify content management while meeting high standards for design quality and visual appeal. The website also must comply with industry standards and guidelines of regulatory bodies.

At minimum, this must include:

- Strong and clear Calls to Action, to guide users towards specific actions that result in converting visitors to leads.
 - Adaptability to dual languages, English and Dhivehi.
 - Immersive visual experience with the use of animations and micro interactions to captivate users and increase engagement.
 - Gamified content appropriate for the Bank.
 - Responsive design with a mobile first approach.
 - Inclusive, accessible website
2. Style guide must be provided with details on the visual brand identity for the new website
 3. Support and maintenance service, including performance and load testing as well as manhours of support post-launch for minor changes.
 - Development work: 60 manhours to be included. Rate for manhours to be provided
 - Minor development changes to be pushed within 1 working day
 - Major changes to be developed and deployed within agreed SLAs with the Bank. Agreement to define detailed SLAs



Bid Submission

The following should be included in the Technical Bid

- **Provisional site map**
- **Page template wireframes and mock-ups** - this can be a graphic sketch or an actual design. The primary function of the layout is to represent the information structure, visualize the content, and know about the basic functionality. Layout should contain colors, images and videos to give a general understanding of the website
- **Functionality and technical specifications**
- **Non-functional considerations**
- **Sample design of the Content Management System**

Evaluation Criteria

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