Terms of Reference and Scope of Services

Design and development of National

Social Protection Agency (NSPA)

Website

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SECTION 1: SCHEDULE OF CRITICAL DATES

ACTIVITY	ACTION DATE
Advertised Date	12.09.2024
Pre-bid Meeting	10:00hrs on 19.09.2024
Bid Clarification Deadline	Before 14:00hrs on 23.09.2024
Deadline to submit proposals	10:00hrs 24.09.2024

SECTION 2: SUBMISSION REQUIREMENTS

The following related documents shall be submitted for the bids to be considered sufficiently responsive.

Technical Proposal	
Financial Proposal	
Methodology and Work Plan	
Team Composition	
Company Profile Sheet - Business Profile of the Company issued by the Ministry of Trade. Profile sheet should be Issued not less than 3 months from the date of submission of this proposal	
Company Registration Certificate	
Copy of National ID Card of the Owners of the Company	
Stamped and Signed completion letters of all projects submitted as Work Experience	
GST Registration Certificate	
Tax Clearance Report. Issued not less than 3 months from the date of submission of this proposal	
Clearly described Work schedule with the duration specified	
Company Portfolio	
Prototype of the Website	

SECTION 3: INFORMATION TO THE BIDDERS

1. Detailed Terms of Reference (TOR) for each of the above components will be attached to the gazette advertisement and made downloadable on the NSPA Website. Interested parties may obtain further information via mail to **procurement@nspa.gov.mv**

2. Pre-bid meeting and any queries regarding the RFP can be clarified during the meeting at 10:00hrs on 19.09.2024

3. Proposals shall be delivered in a sealed envelope, bearing the name of the project "Design and development of Official Website for National Social Protection Agency (NSPA)", bid opening time and date, the address the bid is submitted to (as in the RFP), and the bidder's name, to NSPA at the address specified in the RFP. Proposals shall be valid for a period of 90 days from the date of Opening. Electronic submissions are not allowed.

4. The bids will be opened at Maldivian time 10:00hrs 24.09.2024. Bids should be submitted before Maldivian time 10:00hrs 24.09.2024. Only bids submitted within this timeframe will be eligible to proceed to evaluation). Any late bids will be rejected.

5. 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 25,000.00 issued by a bank or financial institution registered in the Maldives, with validity of no less than 60 days. Bank cheques or cash will not be accepted as bid security

6. The Proposal submission address:
   Procurement Section
   National Social Protection Agency (NSPA)
   Mookai Suites 4th Floor
   Haveeree Hingun Male'20222 Republic of Maldives

SECTION 4: BID INFORMATION SHEET

Name of the Office	National Social Protection Agency | Mookai Suites 4th Floor, Haveeree Hingun | Post Code: 20222
General Instruction for the Submission	Financial Proposal to be submitted together with Technical Proposal in 2 different envelopes on the same day and time specified. Bidder(s) Name, Company Address along with Name of the Project shall be written on the cover of the Envelopes. Name of the assignment is: "Design and development of Official Website for National Social Protection Agency (NSPA)."
Bid Validity	Proposals must remain valid up to 90 days after the submission date.
Pre-bid meeting	Interested parties may obtain further information during the Pre-bid Meeting on 10:00hrs on 19.09.2024.
Clarifications	Interested parties may obtain further information/clarifications no later than Before 14:00hrs on 23.09.2024 before the submission date. Procurement Section National Social Protection Agency | Mookai Suites 4th Floor, Haveeree Hingun | Post Code: 20222
Submission and Bid-Opening	The Proposal submission address is: Procurement Section National Social Protection Agency | Mookai Suites 4th Floor, Haveeree Hingun | Post Code: 20222 The proposals are expected to be submitted to the address at local time (DATE) Only bids submitted at this time will be eligible to proceed to evaluation and Late bids will be rejected.

	Proposal of additional or alternative conditions to RFP is not allowable

SECTION 4: TECHNICAL MINIMUM REQUIREMENTS

The task of the development team is to develop the official website of the National Social Protection Agency (NSPA). T h i s will be done by assessing the received requirements from the project team.

The development team, in coordination with NSPA, shall perform the following tasks and responsibilities for the successful completion of this project:

Main Project Components:

1. **CMS**: Build a content management system to manage website content.

2. **Main Website:** Create a public-facing website.

3. **API:** Develop the communication layer between the CMS and the website.

4. **Website should be built in both Dhivehi and English Languages.**

5. **Design**: Ensure the CMS and website design adhere to modern web design standards.

6. **Prototypes**: Deliver a working prototype of the website and CMS design.

7. **Design and Illustration**: Create any necessary designs, illustrations or infographics for the website and CMS. Ensure graphics used on the website and CMS are properly licensed and no copyright infringement occurs.

8. **Live Chat Function**: Build live chat function within the website. Integrate the current call center management system with the live chat function.

9. **Responsiveness**: Ensure the website and CMS are responsive across different devices, screen sizes and browsers.

10. **SEO**: Implement SEO standards for the website.

11. **Testing and Debugging**: Conduct application testing and debugging, including unit testing and integration tests, as required.

12. **Documentation:** Provide comprehensive documentation for the API, CMS and Website.

13. **Technical Deliverables:** Prepare and submit all required technical deliverables as detailed in the deliverable section.

14. **Testing Host Server:** Set up a testing host server accessible from anywhere to host versions of the website during development.

15. **Staff Training:** Train staff on using the website and CMS.

16. **Additional Development Tasks:** Perform any additional tasks related to the website and CMS development.

17. **Bug Fixes and Features:** Implement bug fixes and new features as required by the NSPA team during the agreed duration.

18. **User Roles:** Utilize multiple user roles to perform tasks within the CMS.

19. **Database:** Use a NoSQL database (MongoDB recommended) to store website data.

20. **Front-end Development:** Employ a modern JavaScript library for front-end development.

21. **Back-end Development:** Develop the back end using Node.js.

22. **User Logging:** Record user actions in a clear, readable format and make sure they are easily accessible to staff.

23. **Backup Methods:** Implement automatic backup methods for the database and server.

24. **Image Optimization:** Optimize uploaded images for page load speed.

25. **Rich Text Editor:** Implement a rich text editor in the CMS.

26. **Security:** Adhere to security best practices throughout the development process. Necessary security certificates should be included in the website. Mechanism to prevent DDoS and other cyber threats should be integrated.

27. **Accessibility**: Ensure the website and CMS are accessible to users with disabilities, adhering to WCAG (Web Content Accessibility Guidelines) standards.

28. **Performance Monitoring**: Implement tools to monitor the performance of the website and CMS, including load times and server response times.

29. **Analytics Integration**: Integrate analytics tools (e.g., Google Analytics) to track user behavior and website performance.

30. **Version Control**: Implement version control for the codebase using tools like Git to manage changes and collaborate effectively.

31. **Disaster Recovery Plan**: Develop a disaster recovery plan to ensure data and service continuity in case of a major failure.

32. **User Interaction Mechanism**: Include a system for the user to communicate with the organization via a live chat feature on the website.

33. **Maintenance**: Continued maintenance of the website and CMS for a proposed time duration, which would include applying any required security patches and fixing bugs.

SECTION 5: DELIVERABLES

Section 5.1: Overall Deliverables

The following deliverables must be provided as part of this project. Any associated costs should be reflected in the bidder's financial proposal:

1. **Documentation:**

- Comprehensive documentation for the website, CMS, and API.

- Testing and quality assurance documentation, including results.

- Changelogs detailing features and fixes.

- Source code for the website, CMS, and API.

2. **Database Access:**

- Access to the database via a graphical user interface (GUI).

3. **Reports and Credentials:**

- Regular progress reports.

- All credentials related to the project (e.g., database, server, admin access).

4. **User and Developer Documentation:**

- End-user documentation.

- Developer's manual.

5. **Design Prototypes:**

- Interactive Prototype of the website and CMS including all the pages.

6. **Hosting:**

- Hosting the website, CMS, and API on the production server.

7. Backup and Recovery:

● Documentation related to backup and recovery processes.

8. Illustrations and Designs Elements of the website:

● All illustrations and designs used on the website and CMS.

9. Training Materials:

• Detailed training manuals and video tutorials for staff on how to use the website and CMS.

10. Performance Metrics:

• Reports on website performance metrics, including load times, uptime, and user engagement statistics.

11. Security Audit Report:

• A comprehensive security audit report detailing the security measures implemented and any vulnerabilities addressed.

12. Maintenance Plan:

• A detailed maintenance plan outlining regular updates, backups, and support services post-launch.

13. User Feedback Integration:

• A plan for integrating user feedback into future updates and improvements.

14. Compliance Documentation:

• Documentation ensuring compliance with relevant regulations and standards (e.g. WCAG).

15. Disaster Recovery Plan:

• A detailed disaster recovery plan to ensure data and service continuity in case of major failures.

16. Analytics Setup:

• Setup and configuration of analytics tools (e.g., Google Analytics) to track user behavior and website performance.

17. Handover

- Must fully transfer all documentation, source code and admin management and customization rights to NSPA upon completion of the project.

Section 5.2: Payment Schedule

Details	Percentage
Initial Website Design after Discussions with NSPA Team	15%
Beta Test Version of Website	15%
Final Version of Website for Testing	25%
Train NSPA staff and handover all documentations, source code and admin management and customization rights	40%
Final Payment After Expiry of Maintenance Period	5%

SECTION 6: PROPOSAL EVALUATION CRITERIA

The applicants are required to submit two separate proposals, i.e., Technical Proposal and Financial Proposal in two separate sealed envelopes.

Section 6.1: Overall score Summary:

Technical Evaluation - Applicants need to achieve a minimum 70 out of 100 to pass the Technical Evaluation.	50%
Financial Evaluation	30%
Proposed Duration	10%
Post Launch Maintenance Period	10%
TOTAL	**100%**

Section 6.2: Technical Proposal Evaluation (50 marks)

Applicants need to achieve a minimum of 70 out of 100 to pass the Technical Evaluation. Proposals achieving a mark below this threshold will immediately be rejected. 70% weightage will be provided for the final score from the Technical Evaluation.

Description	Allocation
Qualification and experience of team	
1.1 Lead Developer – responsible for the overall website development process with extensive experience/qualifications in programming and CMS development (minimum 5 projects (websites developed	05

with multilingual functions for corporate and businesses) completed required for maximum marks). The Developer must have at least a Diploma in Web Development or related field.	
1.2 UI/UX Designer – responsible for the overall website design. Prior experience in designing websites and previous projects undertaken (minimum 5 projects (websites designed with multilingual functions for corporate and businesses) completed required for maximum marks). The Designer must have at least a Diploma in Web Design or related field.	05
Total Marks allocation for this section	**10**
Quality and functionality of previous websites developed	
2.1 Design aspects of previous websites developed	05
2.2 Functionality aspects of previous websites developed	05
Total Marks allocation for this section	**10**
Proposed design outline/sketch for NSPA website (judged based on the submission made with the proposal)	
3.1 Work plan and methodology	15
3.2 Overall design and proposed functions as per the current website and NSPA mandate. for the website and its alignment with the objectives of NSPA and its duties. The bidder shall **at least** provide a prototype of the Landing Page. Bidders are encouraged to submit a Mockup for the evaluation. Marks will be given based on the clarity of the proposition.	15
Total Marks allocation for this section	**30**

Section 6.3: Financial Proposal Evaluation (30 marks)

Evaluation of the Financial Proposal will be based on the proposed fee (in MVR, inclusive of GST). The proposed fee should be inclusive of stock photos, required licenses and security certificates (for at least 1 year) for the development of the website. The lowest proposed fee will achieve the highest score.

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 25,000.00 issued by a bank or financial institution registered in the Maldives, with validity of no less than 60 days. Bank cheques or cash will not be accepted as bid security

Section 6.4: Duration of the Assignment proposed (10 marks)

Duration of the Assignment shall be submitted by the bidders along with the technical and financial proposal. The maximum duration of the project **should not exceed 90 days**. The earliest proposed submission date will achieve the highest score in this section.

Section 6.5: Duration of the Post Launch Maintenance Period (10 marks)

Duration of the Post Launch Maintenance Period shall be submitted by the bidders along with the technical and financial proposal. The proposed duration for the Post Launch Maintenance Period **should not be less than 6 months**. The highest proposed Maintenance Period will achieve the highest score in this section.