



Ministry of Environment
Republic of Maldives

REQUEST FOR PROPOSAL

Consultancy Services to Web Development, Monitoring Portal and E-Library

“Supporting Vulnerable Communities in Maldives to Manage Climate Change-induced Water Shortages Project”

Issued on: 25th August 2020

Issued By:
GCF Project Management Unit
Water and Sanitation Department
Ministry of Environment

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1 SCHEDULE OF CRITICAL DATES

ACTIVITY	ACTION DATE
Advertised Date	25 th August 2020
Registration Deadline	Before 1100hrs on 31 st August 2020
Bid Clarification Deadline	01 September 2020 before 1200hrs
Deadline to submit proposals	1000hrs 06 September 2020

2 SUBMISSION REQUIREMENTS

Interested parties **shall submit** all the Forms listed under **Sections 6 (TECHNICAL PROPOSAL - STANDARD FORMS)** and **Section 7 (FINANCIAL PROPOSAL - STANDARD FORMS)**. Furthermore, the following related documents shall be submitted for the bids to be considered sufficiently responsive.

Please CHECK in the BOXES to confirm the submission of the required Forms.

- ☐ 1. Proposal Form (Form Tech-1)
- ☐ 2. Consultant's Organisation & Experience (Form Tech -2A&2B)
- ☐ 3. Methodology and Work Plan (Form Tech -3)
- ☐ 4. Team Composition & Task Assignments (Form Tech -4)
- ☐ 5. Curriculum Vitae (CV) for proposed team members (Form Tech -5)
- ☐ 6. Work Schedule (Form Tech -6)
- ☐ 7. Financial Proposal Submission Form (Form Fin 1)
- ☐ 8. Financial Proposal Summary Form (Form Fin 2)

Please CHECK in the BOXES to confirm the submission of the required related documents.

- ☐ 9. Company profile of the consultancy firm
- ☐ 10. Company registration certificate of the consultancy firm
- ☐ 11. Organization chart of the consultancy firm
- ☐ 12. Copy of the National Identity Card/Passport, Attested copies of Educational Certificates (if needed as per selection criteria in TOR) of Proposed members in Form Tech-5

- ☐ 13. Stamped/signed project completion letters for ALL the projects Listed under FORM TECH-2: Proponent's Organization and Experience Form. (Cross refer to Project# in the Form)
- ☐ 14. GST Registration Certificate
- ☐ 15. Provide links or copies of the samples of relevant pieces completed to date (Cross refer to Project# in the FORM TECH-2: Proponent's Organization and Experience Forms).

3 LETTER OF INVITATION

Subjects: Consultancy Services for Web Development, Monitoring Portal and E-library

The Government of Maldives represented by the Ministry of Environment (ME) has received funding from the Green Climate Fund (GCF) for the project "Supporting Vulnerable Communities in Maldives to Manage Climate Change-Induced Water Shortages" and intends to apply part of the proceeds towards three components namely; procuring the services of a Consultancy Firm for Web Development, Monitoring Portal and E-library.

1. A detailed Terms of Reference (TOR) for each of the above components and Request for Proposal (RFP) for the consulting services will be attached to the gazette advertisement and also made downloadable on the Ministry's website www.environment.gov.mv. Interested consultation Firms may obtain further information via mail to gcf.watsan@environment.gov.mv.
2. The Bidder shall be registered to submit the proposal by submitting 'Bidders' Registration Form' to the email address gcf.watsan@environment.gov.mv **Before 1100hrs on 31st August 2020**. Only registered bidders will be qualified to submit a bid proposal. The form will be attached to this gazette advertisement.
3. Proposals shall be delivered in a sealed envelope, bearing the name of the project "Consultancy Services to Web Development, Monitoring Portal and E-library", bid opening time and date, the address the bid is submitted to (as in the RFP), and the bidders company name, to the Ministry of Environment 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. Bids should be submitted on **Maldivian time 1000hrs 06 September 2020** (Only bids submitted at this time will be eligible to proceed to evaluation). The bids will be opened at **Maldivian time 1000hrs 06 September 2020** . Any late bids will be rejected.

**GCF Project Management Unit
Water and Sanitation Department
Ministry of Environment,
Green Building, Handhuvaree Hingun,**

Maafannu, Male', 20392,
Republic of Maldives
Tel. (960)-3018-388/399
Email: gcf.watsan@environment.gov.mv

4 INSTRUCTIONS TO CONSULTANTS

4.1 Introduction

- a) The Client named in the **Data Sheet** will select a Consultancy Firm from those Firms that submit their proposals for this request.
- b) Interested parties are invited to submit Technical Proposal and a Financial Proposal for the contract named in the **Data Sheet**. The Proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected Party.
- c) The party as a Lead Consultancy firm can propose **1 (one) Associate Consultancy firms** to partner with for the consultancy. The Lead and Associate Consultants (if any) will be evaluated as according to evaluation criteria set in the **Data Sheet**.
- d) The Client will select a Consultancy Firm from those who show interest to this call for proposals, in accordance with the method of selection specified in the **Data Sheet**.
- e) As a direct response to this document, interested parties must provide their detailed proposals for the ***“Consultancy Services to Web Development, Monitoring Portal and E-learning”***. The standards and other statements on such provision and legislative compliance made by the parties as part of their proposals will form a binding part of the final contract document.
- f) The Applicants shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Client is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Applicants.
- g) The Client reserves the right to accept or reject any Proposal and to terminate the tendering process without awarding a contract. The parties should be aware that it is unlikely that the Client will be in a position to go forward with any proposals that fails to meet the statutory and essential requirements.

4.2 Conflict of interest

- a) A Party (including its Personnel) that has a business or family relationship with a member of the Client’s staff who is directly or indirectly involved in any part of (i) the preparation of the Schedule of requirements, (ii) the selection process, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Government throughout the selection process and the execution of the Contract.

- b) The Consultants have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultants or the termination of its Contract.

4.3 Fraud and Corruption

The Client requires that all parties including Consultants and their agents (whether declared or not), personnel, sub-contractors, sub-Consultants, service providers and suppliers, observe the highest standard of ethics during the selection and execution its contracts. In pursuance of this policy, the Client:

- a) defines, for the purposes of this provision, the terms set forth below as follows:
 - i. “corrupt practice” is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - ii. “fraudulent practice” is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
 - iii. “collusive practices” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - iv. “coercive practices” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party.
 - v. “obstructive practice” is
 - deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or
 - acts intended to materially impede the exercise of the relevant government authorities’ inspection and audit rights.
- b) will reject a proposal for award if it determines that the firm recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;

- c) will cancel the portion of the contract if it determines at any time that representatives of the Client or of a beneficiary were engaged in corrupt, fraudulent, collusive, or coercive practices during the selection process or the execution of that contract, without the Consultants having taken timely and appropriate action satisfactory to the Client to address such practices when they occur; and
- d) will take action against any Party or an individual at any time, in accordance with rules and regulations including by publicly declaring such Parties or individual ineligible, either indefinitely or for a stated period of time.

4.4 Proposal Validity

The Data Sheet indicates how long the Proposals must remain valid after the submission date. The Client will make its best effort to complete negotiations within this period. Should the need arise; however, the Client may request to extend the validity period of proposals. The Parties who agree to such extension shall confirm that they maintain the availability of the Professional staff nominated in the Proposal, or in their confirmation of extension of validity of the Proposal, The Applicants could submit new staff in replacement, who would be considered in the final evaluation for contract award. Applicants who do not agree have the right to refuse to extend the validity of their Proposals.

4.5 Language of Proposal

The proposal documents must be in written English.

4.6 Preparation of Proposals

- a) The Proposal (see para. 1.2), as well as all related correspondence exchanged by the Consultants and the Client, shall be written in the language (s) specified in the RFP.
- b) In preparing their Proposal, Applicants are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of the Proposal.
- c) Alternative professional staff shall not be proposed, and only one curriculum vitae (CV) may be submitted for each position.

4.7 Technical Proposal Format and Content

The Technical Proposal shall provide the information indicated in the following paras from (a) to (f) using the attached Standard Forms (Section 6. Technical Proposal).

- a) A brief description of the Consultants' organization and an outline of recent experience of the firm, on assignments of a similar nature are required in FORM TECH 2A & 2B of Section 6. For each assignment, the outline should indicate the names of Sub-Consultants/

Professional staff who participated, duration of the assignment, contract amount, and Consultant's involvement. Information should be provided only for those assignments for which the Consultants was legally contracted by the client as a corporation or as one of the major consultancy firm. Assignments completed by individual Professional staff working privately or through other organisations cannot be claimed as the experience of the Firm, or that of the Consultant's associates, but can be claimed by the Professional staff themselves in their CVs. Consultants should be prepared to substantiate the claimed experience if so requested by the Client.

- b) A description of the approach, methodology and work plan for performing the assignment covering the following subjects: technical approach and methodology, equipment that will be used, work plan, and organization and staffing schedule. Guidance on the content of this section of the Technical Proposals is provided under FORM TECH 3 Section 6. The work plan should be consistent with the Work Schedule (FORM TECH 6 of Section 6) which will show in the form of a bar chart depicting the timing proposed for each activity.
- c) The list of the proposed professional staff team by area of expertise, the position that would be assigned to each staff team member, and their tasks (FORM TECH 4 of Section 6).
- d) CV's of the professional staff signed by the staff themselves or by the authorized representative of the professional staff (FORM TECH-5 of Section 6).
- e) The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information may be declared non-responsive.

4.8 Financial Proposal Format and Content

- a) Financial Proposal submitted shall include the total cost specified in the TOR (FORM FIN 1) and the total amount of financial proposal shall be inclusive of Goods and Service Tax (GST).
- b) Financial Proposal submitted shall include the breakdown of cost for each of the deliverables (FORM FIN 2)
- c) Failure to submit the FORM FIN 1&2 will lead to the disqualification of the proposal submitted by the Proponent.

4.9 Clarification and Amendment of RFP Documents

- a) During the RFP process, questions or clarifications regarding this RFP document must be requested in writing to the person and address stated in the **Data Sheet**. Requests for clarifications need to be submitted latest by the date and time provided in the **Data Sheet**.
- b) Any additional documentation issued by the Client during the tender process shall be deemed to form part of this RFP and shall supersede any part of the RFP where indicated.

The Client may also exercise the option to extend the tendering period and/or postpone the proposal submission date in the event that subsequent documentation is issued.

4.10 Communications

Except as provided in the preceding section relating to questions about this RFP, no parties shall contact any officers, employees, or team members of Client with respect to this RFP. Any oral communication with a Client employee concerning this RFP is not binding on the Client and shall in no way alter any specifications, term or condition of this RFP or any contract documents.

4.11 Submission, Receipt, and Opening of Proposals

- a) The original proposal (Technical Proposal and Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the Applicants themselves. The person who signed the proposal must initial such corrections.
- b) An authorized representative of the Applicant shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign on behalf of the Firm.
- c) Applicants shall submit a “Compliance Statement” stating that the offer is made in accordance with the Request for Proposal. Applicants who offer additional or alternative conditions *if applicable* shall clearly state those in their proposals.
- d) The technical proposal and financial proposal must be submitted in a single sealed envelope with one (1) printed copy to the address indicated in the Data Sheet. The proposal shall be placed in a sealed envelope which shall bear the submission address, reference number and be clearly marked “Do Not Open, except in the Presence of the Official Appointed”. The Client shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Proposal rejection.
- e) The Proposals must be sent to the address indicated in the **Data Sheet** and received by the Client no later than the date specified in the **Data Sheet**, or any extension to this date. Any proposal received by the Client after the deadline for submission shall be returned unopened.

4.12 Evaluation of proposals

- a) From the time the Proposals are opened to the time the Contract is awarded, the Applicants should not contact the Client on any matter related to its Technical and/or Financial Proposal. Any effort by Applicants to influence the Client in the examination, evaluation,

ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Consultants' Proposal.

- b) The Proposals shall be opened publicly in the presence of the Consultants' representatives who choose to attend. These Financial Proposals shall be then referred, and the total prices read aloud and recorded. Copy of the record shall be sent to all submitted firms.
- c) The evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Technical Requirements, applying the evaluation criteria, sub-criteria, and point system specified in the **Data Sheet**. Each responsive Proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Technical Requirements or if it fails to achieve the minimum technical score indicated in the evaluation criteria specified in the **Data Sheet**.
- d) To be eligible for this assignment the consultants must clearly show their capacity to accomplish the work in the required time frame with the proposed project team by showing the adequacy of staff selected and their current workload.
- e) After the technical evaluation is completed, the bidders who are not qualified for technical evaluation will be disqualified for the financial evaluation.
- f) The Applicant is **REQUIRED** to submit Financial Proposal for the bid, using for this purpose the Financial Proposal Submission FORM FIN 1&2.
- g) The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the formers will prevail.
- h) The **highest** evaluated Financial Proposal (Fm) will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the **Data Sheet**. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) indicated in the Evaluation Criteria: $S = St \times T\% + Sf \times P\%$. The Party achieving the highest combined technical and financial score for the LOT will be invited for negotiations.

4.13 Damages

- a) The Client may claim damages in respect of any direct loss that can be reasonably attributed to delays, defects or other breaches of contract on the part of the Consultant, unless the Consultant demonstrates that the Consultant did not cause the breach of contract or the reason for the breach of contract.

- b) Liquidated damages shall be the only damages due from the Consultant for such default, other than in the event of termination by Employer under the contract prior to completion of the works. These damages shall not relieve the consultant from their obligation to complete the works, or from any other duties, obligations or responsibilities which they may have under the Contract.
- c) If the agreed delivery date or other time limit in the delivery schedule in respect of which the parties have stipulated is not complied with, and this is not caused by force majeure or circumstances related to the Client, there is a delay on the part of the Consultant that triggers liquidated damages.
- d) The liquidated damages shall accumulate automatically. The liquidated damages amount and the maximum delay damages will be calculated on the basis specified in the **Data Sheet**.
- e) The Client shall not have the right to terminate the Agreement for breach for as long as the liquidated damages continue to accumulate. However, this time restriction shall not apply in the case of wilful misconduct or gross negligence on the part of the Consultant or anyone for whom it is responsible.
- f) If only parts of the agreed deliverables are delayed, the Consultant may request a reduction in the liquidated damages proportional to the ability of the Client to utilise the part of the deliverables that has been delivered.

4.13.1 Limitation of Damages

- i. No damages may be claimed in respect of indirect loss. Loss of data is classified as indirect loss, unless such loss is caused by data handling that is the responsibility of the Consultant under the Agreement.
- ii. Overall damages over the term of the Agreement are limited to an amount corresponding to the contract price, excluding relevant Taxes, or an agreed estimate for the Assignment.
- iii. The said limitations shall not apply in the case of gross negligence or wilful misconduct on the part of the Consultant or anyone for whom it is responsible.

4.14 Retention

- a) The payment of any interim certificate according to contract will amount to deduction for retention, calculated by applying the percentage of retention stated in the **Data Sheet** to the total of the above amounts, until the amount so retained by the Employer reaches the limit specified in the **Data Sheet**.
- b) The repayment of retention shall be on the basis specified in the **Data Sheet**.

5 DATA SHEET

5.1.a	<p>Name of the Client:</p> <p>Ministry of Environment Green Building, Handhuvaree hingun, Maafannu, Male', 20392, Republic of Maldives</p>
5.1.b	<p><i>Financial Proposal to be submitted together with Technical Proposal in a single envelope on the same day and time specified.</i></p> <p><i>Please write name of the Consultancy assignment and other required details as per clause 4.11 on the envelopes.</i></p> <p>Name of the assignment is: "Consultancy Services to Web Development, Monitoring Portal and E-Library"</p>
5.2 Validity	Proposals must remain valid up to 90 days after the submission date.
5.3 Clarifications of RFP Documents	<p>Interested consultants may obtain further information/clarifications no later than 01 September 2020, 1200hrs before the submission date.</p> <p>GCF Project Management Unit Water and Sanitation Department Ministry of Environment, Green Building, Handhuvaree Hingun, Maafannu, Male', 20392, Republic of Maldives. Tel. (960)-3018-388/399 Email: gcf.watsan@environment.gov.mv</p>
5.5 Submission, Receipt, and Opening of Proposals	<p>The Proposal submission address is:</p> <p>GCF Project Management Unit Water and Sanitation Department Ministry of Environment, Green Building, Handhuvaree Hingun,</p>

	<p>Maafannu, Male', 20392, Republic of Maldives.</p> <p>The proposals are expected to be submitted to the address on local time 1000hrs 06 September 2020 . Only bids submitted at this time will be eligible to proceed to evaluation and Late bids will be rejected.</p> <p>Interested parties should register their interest by email no later than Before 1100hrs on 31st August 2020. Only those parties who register their interest will be allowed to participate in the bid.</p> <p>Proposal of additional or alternative conditions to RFP is not allowable</p>																								
5.6 Evaluation of Proposals	<p>Criteria, sub-criteria, and point system for the evaluation of Full Technical Proposals are:</p> <table> <thead> <tr> <th></th><th><u>Points</u></th></tr> </thead> <tbody> <tr> <td>(A) Company Profile:</td><td>[100]</td></tr> <tr> <td>1. No. of similar projects in Web Development, Monitoring and E-library (10 Marks for each similar Assignment)</td><td>[70]</td></tr> <tr> <td>2. Organisational structure (If the firm shows a structure of manager, technical developers, graphic personnel and backstopping team will get full marks)</td><td>[30]</td></tr> <tr> <td>Total A = []</td><td></td></tr> <tr> <td>(B) Project Team</td><td>[100]</td></tr> <tr> <td>1. Web Developer</td><td>[50]</td></tr> <tr> <td>2. Front End/ Back end programmer/ data base specialist</td><td>[50]</td></tr> <tr> <td>Total B = []</td><td></td></tr> </tbody> </table> <p>The number of points to be assigned to each of the above positions or disciplines shall be determined considering the following three sub-criteria and relevant percentage weights:</p> <table> <tbody> <tr> <td>1. Education and qualifications</td><td>[35%]</td></tr> <tr> <td>2. Experience</td><td>[55%]</td></tr> <tr> <td>3. Experience in the region and language</td><td>[10%]</td></tr> </tbody> </table>		<u>Points</u>	(A) Company Profile:	[100]	1. No. of similar projects in Web Development, Monitoring and E-library (10 Marks for each similar Assignment)	[70]	2. Organisational structure (If the firm shows a structure of manager, technical developers, graphic personnel and backstopping team will get full marks)	[30]	Total A = []		(B) Project Team	[100]	1. Web Developer	[50]	2. Front End/ Back end programmer/ data base specialist	[50]	Total B = []		1. Education and qualifications	[35%]	2. Experience	[55%]	3. Experience in the region and language	[10%]
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	<p>(C) Approach, Methodology & Work plan [100]</p> <p>1. Approach & Methodology [50]</p> <p>2. Work plan of the Assignment [50]</p> <p>Total C = []</p> <p>Technical Score (St) = $A/100*[W1] + B/100*[W2] + C/100*[W3]$</p> <p>Weights Distribution</p> <p>W1 Company Profile [20]</p> <p>W2 Project Team [60]</p> <p>W3 Approach & Methodology [20]</p> <p>The minimum technical score (St) required to pass is: 60 Points</p> <p>The formula for determining the financial scores is the following: $S_f = 100 \times F_m / F$, in where S_f is the financial score, F_m is the <u>lowest price</u> and F the price of the proposal under consideration.</p> <p>The weights given to the Technical and Financial Proposals are: $T = [0.6]$, and $P = [0.4]$</p>
5.6 Damages	Amount of Liquidated Damages and maximum duration of Liquidated Damages will be calculated on the basis of clause 10.71 of the Public Finance Act published by the Ministry of Finance and Treasury.
5.7 Retention	A Retention will not apply to this scope of work

6 TECHNICAL PROPOSAL - STANDARD FORMS

6.1 FORM TECH-1: Proposal Submission Form

[Location, Date]

To: [Name and address of Client]

Dear Madam/Sir:

We, the undersigned, offer to provide the consultancy service for “**Consultancy Services to Web Development, Monitoring Portal and E-Library**” in accordance with your Request for Proposal dated [xxx] and our Proposal. We are hereby submitting our Proposal, which includes all required documents as per Request for Proposal.

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.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the 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 fulfill the terms and conditions related this contract.

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 Firm: _____ Address: _

6.2 FORM TECH-2: Consultant's Organization and Experience

2A – Organization

[Provide here a brief (two pages) description of the background and organization of your firm.]

2B – Experience of the firm

*[Using the format below, provide information on each contract/assignment for which your Organisation, individually as a corporate entity or as one of the major companies within an association, for carrying out **similar consultancy programmes as needed in TOR and Selection criteria..**] Each project should be accompanied by reference letters from the client to be counted as a valid experience.*

Project Reference Number:	
Contract/Activity Name:	Value of the contract (in MVR):
Country: Location within country:	Duration of assignment/activity (months):
Name of Client:	Total NO of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in MVR):
Start date (month/year): Completion date (month/year):	NO of professional staff-months and Value of the services provided by associated Proponents:

Name of associated Parties, if any:	Name of senior professional staff of your firm involved and functions performed:
Narrative description of Activities/Project:	
Description of actual services provided by your staff within the Activities:	
Description of institutions dealt with and nature and frequency of interaction:	

Firm's Name: _____

6.3 FORM TECH-3: Methodology and Work plan

Technical approach, methodology and work plan are key components of this Proposal. You are suggested to submit your Proposal with the following areas clearly described:

- a) Methodology for each activity,*
- b) Work Plan*
- c) Organization and Staffing,*

a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) Work Plan. In this chapter you should highlight the main activities and sub-activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan.

c) Organization and Staffing. In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.

6.4 FORM TECH-4: Team Composition and Task Assignment

<i>6.4.1 Professional Staff</i>				
Name of Staff	Organisation	Area of Expertise	Position Assigned	Task Assigned

6.5 FORM TECH-5: Curriculum Vitae (CV) for proposed team

1. **Proposed Position** *[only one candidate shall be nominated for each position]:* _____
2. **Name of Firm** *[Insert name of firm proposing the staff]:* _____

3. **Name of Staff** *[Insert full name]:* _____
4. **Date of Birth:** _____ **Nationality:** _____
5. **Education** *[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:* _____

6. **Membership of Professional Associations:** _____

7. **Other Training** *[Indicate significant trainings since degrees under 5 - Education were obtained]:*

8. **Countries of Work Experience:** *[List countries where staff has worked in the last ten years]:* _____

9. **Languages** *[For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:* _____

10. **Experience/ Employment Record** (pertaining to general experience clause in the evaluation criteria set in the TOR, check separately for all staff) *[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:*

From [Month/Year]: To [Month/Year]: _____

Employer: _____

Positions held: _____

Summary of Projects Undertaken/Role: ____

11. Specific Experience Any specific requirement (Assignments/projects) mentioned in TOR *Starting with latest assignment, list in reverse order (see format here below) ::*

From [Month/Year]: To [Month/Year]: ____

Assignment Title: ____

Client: ____

Positions held: ____

Summary of assignment/Role by the professional: _

Note: Add as separate section if 2 different areas of specific experience is required in TOR

6.6

FORM TECH-6: Work Schedule

E-Library, Monitoring portal and website

E-Library

Activity No.	Activity	Deadline	Oct				Nov				Dec				Jan				Feb				Mar, April, May ...			
			W 1	W 2	W 3	W 4	W 1	W 2	W 3	W 4	W 1	W 2	W 3	W 4	W 1	W 2	W 3	W 4	W 1	W 2	W 3	W 4	W 1	W 2	W 3	W 4
1	Develop and provide a Work Plan for the project including detailed requirement analysis with respective stakeholders	15 days from Contract signing																								

[illegible]

5	Final presentation of E-Library for comments.	3 months from contract signing																										
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Website and Monitoring Portal

Activity No.	Activity	Deadline	Oct				Nov				Dec				Jan				Feb				Mar, April, May ...			
			W 1	W 2	W 3	W 4	W 1	W 2	W 3	W 4	W 1	W 2	W 3	W 4	W 1	W 2	W 3	W 4	W 1	W 2	W 3	W 4	W 1	W 2	W 3	W 4
1	Develop and provide a Work Plan for the project including detailed requirement analysis	15 days from Contract signing																								

[illegible]

E-Library, Monitoring portal and website

Activity No.	Activity	Deadline	Oct				Nov				Dec				Jan				Feb				Mar, April, May			
			W 1	W 2	W 3	W 4	W 1	W 2	W 3	W 4	W 1	W 2	W 3	W 4	W 1	W 2	W 3	W 4	W 1	W 2	W 3	W 4	W 1	W 2	W 3	W 4
1	Develop and present the final website and monitoring portal for comments	6 months from date of signing of contract																								
2	User testing and finalization	1 month from completion of activity 1																								

[illegible]

[illegible]

7 FINANCIAL PROPOSAL - STANDARD FORMS

7.1 FORM FIN-1: Financial Proposal Submission Form

[Location, Date]

To: [Name and address of Client]

Dear Madam/ Sir:

We, the undersigned, offer to provide consultancy service for “**Consultancy Services to Web Development, Monitoring Portal and Website**” in accordance with your Request for Proposal dated [xxx] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures¹]. This amount is inclusive of the all taxes.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

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 Firm: _____

Address: _____

1 Amounts must coincide with the ones indicated under financial proposal in Form Fin-2

7.2 FORM FIN-2: Financial Proposal Summary**Summary of Costs: E-Library, Monitoring portal and website**

Costs	%	Amount (in MVR)
1. Develop and provide a Work Plan for the project including detailed requirement analysis with respective stakeholders		
2. Provide and present the design templates for the project and obtain approval from ME		
3. Progress meetings shall be conducted with the focal point appointed by MoE		
4. Develop and present the webpage, monitoring portal and electronic library for comments		
5. User testing and finalization		
6. Website handover, including submission of a clear and commented source code, Full detailed technical documentation with diagrams and a User Guide with screenshots.		
7. Conduct a training session for users.		
8. Provide bug fixing support for a period of six (6) months from the time the website, monitoring portal and E-Library is handed over to MoE		
SUBTOTAL		
All applicable Taxes		
Total Amount of Financial Proposal		

Note:

- *The consultancy firm is to submit copy of the GST registration certificate along with the financial proposal.*
- *All Consultancy firms shall express the price of their services in Maldivian currency*
- *Bidder is liable to clarify (and present necessary documentary evidence) and include all relevant tax for the assignment.*
- *If the firm is subject to GST/BPT as per MIRA Regulations and Guidelines the GST/BPT Registration Certificate and GST quote in the financial proposal need to be included*

TERMS OF REFERENCE

INTRODUCTION

The outer islands of the Maldives experiences drinking water shortages during dry season. These shortages have had significant adverse human, environmental and social impacts on the outer island communities. In response to this climate challenge, the Government of the Maldives, with the support of the UNDP received financing from Green Climate fund (GCF) is undertaking the “Supporting Vulnerable Communities in the Maldives to Manage Climate Change-Induced Water Shortages” project. The objective of the project is to deliver safe and secure freshwater to 105,000 people in the islands of Maldives in the face of climate change risks. This will be achieved by delivering the following results:

- a. Scaling up an integrated water supply system to provide safe water to vulnerable households.
- b. Introduction of decentralized and cost-effective dry season water supply systems.
- c. Groundwater quality improved to secure freshwater reserves for long term resilience.

The project is one of the first projects to be funded through the Green Climate Fund and is implemented by partnership between Ministry of Environment and UNDP. Under this project Ministry of Environment (MoE) intends to procure the services of a consultancy firm for development of a website, E-Library and monitoring portal for WASH data monitoring and Dissemination.

OBJECTIVE OF THE ASSIGNMENT

The objective of this assignment is to design and develop

1. A comprehensive, bilingual website that offers a visible web presence for but not limited to WASH statistics, related publications,
2. A monitoring and evaluation portal to monitor and manage emergency water supplies with a role-based access to the system (e.g. Atoll councils, Ministry, Public) and
3. E-Library for MoE and digitalize the archived documents (digital books, articles, working documents, declarations, official documents etc.)

Scope of works (Website)

1. The developer must conduct a detailed requirement analysis with respective stakeholders to the satisfaction of MoE.
2. The website should be bilingual in both Dhivehi and English language. All pages being published with both languages and fonts should render automatically without the requirement for visitors to install fonts on devices. Once a user selects their preferred language, all pages should appear in that language.
3. Be compatible with all devices including mobile and any other devices irrespective of their screen size. Appealing, user friendly and clean in appearance. Be compatible with all the recent version of popular web browsers.
4. Search engine friendly and have good practices of SEO (search engine optimizations) implemented so that pages will be readily indexed in search engines. Shall have analytics feature that provides page visit statistics including location break down (Example, local vs international)
5. Perform well with slow internet connections. Special attention should be given for image optimization for low bandwidth users.
6. Should follow the branding of MoE website.
7. The Website shall contain a widely used Content Management System (CMS) without code manipulation. CMS should have a secure administration interface.
8. Should be able to change the overall look and feel depending on the occasion, centrally. (E.g. Environment day, energy day, world meteorology day etc.). News items and graphics display for special events with hyperlinks to their pages/other sites. Publications, ministers' speeches, reports etc. should be available for viewing and download. Such uploads should indicate as "new", "re-announced", "revised" etc. for a specific period. Should be able to highlight upcoming events for selected period. Links to news items such as gallery, videos, documents, and other material should appear with the news items. There should be an events calendar that is easy to manage.

9. Should contain a provision to display selected data from a local database hosted within the ministry. The administrators/operators should be able to decide which data to show and do so by simple and intuitive means.
10. Photo gallery (could be hosted on site), video gallery (on existing YouTube account). There should be an easy and intuitive means to add new items to these by the administrators.
11. All aspects and areas of the website should be searchable. The search results should be relevant and meaningful.
12. Should contain working links to the Ministry's social media accounts. Social media sharing (by viewers) should be available for each page.
13. At the time of publishing an article, the author (or Administrator) should be able to decide which social media platforms it should be posted to (e.g. by checkboxes). Then such social media publishing should be automatic.
14. Should contain links and contact information for organizations running under the Ministry.
15. Should have the facility to create polls (to obtain user views) and online quizzes (with feedback).
16. Should contain a provision/module to create application forms and the ability to submit them online securely. The administrators or delegated operators should be able to access the submitted data including uploaded documents in a well-organized form.
17. Should contain a feature where all laws and regulations related to the Water and Sanitation sector could be browsed by chapters and clauses in a responsive fashion.
18. Should have feature for grievance committee statistics and details.

Scope of works (Monitoring Portal)

The monitoring portal consist of a real-time updated dashboard that is customized for different user roles. Depending on the role of the users they should be able to interact with the systems with forms. The main objective of the portal is to provide

1. The developer should be able to link monitoring portal via Local Government Authority's Vuna portal. The information available from Local Government Authority should be linked to this portal.

2. The monitoring portal should analyze the information updated on Vuna portal by local councils and display the data on an informative way.
3. Once Atoll users update the current status, and other information to Local Government Authorities Portal, it should automatically update to Ministries portal.
4. Alerts / emails must be sent to relevant utilities, through the monitoring portal if an emergency water supply request or grievance form is submitted through Vuna Portal.
5. . Emergency water supply requests must follow a clear, automated workflow. When emergency water supply request is made through Vuna portal it should be automatically update on the ministry's portal and to the relevant utility.
6. The developer must conduct a detailed requirement analysis with respective stakeholders to the satisfaction of MoE.
7. The dashboard should consist of at a minimum, the following features.
 - a. A username password-based authentication system. The login should allow multiple levels of users. The administrator should be able to grant access to a user for different areas or aspects of the monitoring portal if needed. The internal portal access would be through a prior registered via email, and approval of the administrator. The administrator and designated ministry users with access can view and download all atolls' and the islands' information.
 - b. Data view and data entry should be role-based. Data custodian roles should be defined. Some information could only be filled in by the ministry while others only by the atoll councils. Emergency authorities should also have their own access (see below).
 - c. The dashboard should provide a summaries and statistics in graphical (chart) form and on interactive maps. In addition, an indicative summary of atolls who had submitted the quarterly reports online and the ones who did not should be displayed for all viewers (e.g. a 'traffic light' system). Such summaries should be relevant to the user logged in. e.g. Ministry should see overall summaries. Emergency authorities should see emergency water request statistics (see below).
8. The dashboard should be automatically customized based on the type of user logged in for example,
 - a. Ministry user: Should have two levels of user. One to see the overall dashboard information (e.g. progress) on their first page. The second to view and edit relevant data.

- b. Emergency response authority: Emergency water request details and statistics (see below)
 - c. A 'read-only' (public) user should see information customized to their preferences. For such users account creation and login are optional (guest access).
- 9. The ministry users should see details of respective islands with the following information.
 - a. Progress percentage of the workflow of their requests and who should act next, should be made available for each island.
 - b. The ministry should be able to see all the workflow details.
 - c. Each island's data should be distinguished based on quarters of the year.
- 10. The system administrator (and designated others) should receive an email alert when an emergency water request or a grievance form is submitted.
 - a. Once a water request is made, that should follow a standard, automated, workflow which is transparent to the relevant stakeholders. The system should show what the status of request is. (Who is responsible for the next action in the workflow?)
 - b. A detailed summary (in PDF form) should be emailed automatically to designated emergency response authorities and the ministry.
 - c. The request data should be visible (to the emergency response authorities and ministry) both in graphical summary form and tabular form with hyperlinks to the details of each request. Information like date of request, data from the request form and days elapsed so far from the requested date should be included.
 - d. Emergency response authority should be able to respond by Verification of the Request and Current Status Input and Completion Report at the end of each request made by each Atoll Council. Once the completion report is entered, the report will be automatically emailed to the ministry and designated emergency response authority
- 11. Grievance form will be submitted by atoll council users via Vuna portal. Should follow, an automatic completion email with pdf of the form shall be mailed to grievance committee. Grievance committee user should see information like date of request, data from the request form and days elapsed so far from the requested date should be included. Grievance supervision officer/personnel/s should be able to fill out a complete report at the end of each request made. Once the completion report is filed, the report will be automatically emailed to the grievance committee

12. Develop user and administrator guide/ manual for the management and maintenance of the monitoring portal.

Scope of works E-Library

1. The developer must conduct a detailed requirement analysis with respective stakeholders to the satisfaction of the PMU.
2. Developer should analyses the types of documents available and propose a categorization and indexing method for easy reference and search. A meta-data structure for searching/indexing should be developed. Documents should be searchable by title, date, type of the document, etc., based on meta-data.
3. Should use a widely used, standard CMS (Content management system) appropriate to the task of document management. The ministry is using google G-Suite (enterprise) as the main internal ICT platform. A solution using this technology stack would be encouraged. Developer is strongly discouraged to use ad-hoc, non-standard solutions as they will adversely affect the sustainability of the solution.
4. The e-library should be accessible online with state-of-the-art security. Two-factor authentication (sms/email based) should be a requirement for any device outside the ministry. The portal users shall have two levels of access, one for the public (guest access) and one internal. Broadly there should be two classes of access: Public and Water and sanitation department (Internal). The internal portal would have access control with a secure password system, preferably integrated the access control system of the website. The internal access would be prior registered via email address and subject to the approval of the administrator. Following levels of users should exist:
 - a. Public users - registration is optional. Guest access allowed.
 - b. Water and sanitation department:
 - i. Read-Only Users: can view and download all documents
 - ii. Read/ Write Users: Can add/remove/modify/update documents
 - iii. Administrator Level Users: (in addition to above) Change categories, users, and user rights

5. The documents made available online to the public should be all in pdf version only. The documents made available online internally would also contain the editable formats the document is available in (Microsoft Word, Excel, PowerPoint, AutoCAD etc.)
6. Scanned documents should be subjected to Optical Character Recognition (OCR) in all possible cases.
7. Develop a user and administrator guide/ manual for the management and maintenance of the electronic library. This should include the best-practices and guidance on ensuring the long-term sustainability of the system.
8. Detail a hosting, management, and maintenance plan with costing for 5 years.

Best Practices for all Deliverables

1. The developer shall use widely available and recognized software stacks to develop all components. Use of obscure technologies are discouraged and use of custom code etc. should be avoided as much as possible. The system should be demonstrably easy to maintain and sustainable over time.
2. All web access should be encrypted over SSL (Secure Socket Layer) with authoritative SSL certificates.
3. Best practices of access security are strongly encouraged: Strong passwords, two-factor (e.g. SMS/email-based) authentication.
4. Overall system security should be demonstrably high. Developer should show that they have taken all possible steps to realize a secure system.
5. Bilingual aspects should be managed in a framework that makes it easy to change/edit.

Deliverables and payment schedule**Deliverables and timeline of work****E-Library**

Activity No.	Activity	Deadline
1	Develop and provide a Work Plan for the project including detailed requirement analysis with respective stakeholders	15 days from Contract signing
2	Provide and present the design template for the project and obtain approval from MoE	5 days from completion of activity 1
3	Progress meetings shall be conducted with the focal point appointed by MoE	Every 2 weeks + as required
4	Develop and present E-Library progress for comments	1 month from date of signing of contract
5	Final presentation of E-Library for comments.	3 months from contract signing

Website and Monitoring Portal

Activity No.	Activity	Deadline
1	Develop and provide a Work Plan for the project including detailed requirement analysis with respective stakeholders	15 days from Contract signing
2	Provide and present the design template for the project and obtain approval from MoE	3 months from date of signing

3	Progress meetings shall be conducted with the focal point appointed by MoE	Every 2 weeks + as required
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E-Library, Monitoring portal and website

Activity No.	Activity	Deadline
1	Develop and present the final website and monitoring portal for comments Note: At every meeting in (3) the current stage of the work should be demonstrated. At all stages, the developer should have a working (albeit incomplete) system to demonstrate.	6 months from date of signing of contract
2	User testing and finalization Note: User testing should happen during the development stage too. Selected users' feedback on functioning, but incomplete system should be sought at regular intervals in (3) above.	1 month from completion of activity 1
3	Handover, including submission of a clear and commented source code, full detailed technical documentation with diagrams and a User Guide with screenshots.	14 days from completion of activity 2
4	Conduct a training session for administrators and selected users. Should include training-of-trainers' aspects so that the ministry can continue to train future users.	7 days from completion of activity 3
5	Provide support, bug-fixes, and improvements, for a period of six (6) months from the time the product is handed over to MoE.	6 months from completion of activity 4

	<p>(the consultant need not be stationed at the ministry) from the time the website is handed over to MoE.</p> <p>The consultant should be ready to accommodate reasonable requests for changes based on user experience during this period.</p>	
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Qualification and Experience

	WEB DEVELOPER					
Education & Qualification	Bachelor's degree in Software Engineering/Programming or IT				9.0	
General Experience	<ul style="list-style-type: none"> • Proven experience of web application development, website design demonstrated by a solid portfolio of work. • Strong experience in developing well known and widely used platforms. • Understanding of End Users needs to match with suitable technical solutions. 	(a)	Experience of 07 Years	7	15.0	15.0
		(b)	Experience of 05 Years	5		10.7
		(c)	Experience of 03 Years	3		6.4
Specific Experience	<ul style="list-style-type: none"> • Should have strong knowledge and skills in front-end (JavaScript – including a few libraries and frameworks like JQuery, D3, Plotly; HTML5, CSS3) and back-end (one/a few of PHP, Python, .NET, etc.) technologies. 	(a)	Experience of 04 Years	4	20.0	20.0
		(b)	Experience of 03 Years	3		15.0
		(c)	Experience of 02 Years	2		10.0

	FRONT END/ BACK END PROGRAMMER/ DATA BASE SPECIALIST					
Education & Qualification	Bachelor's degree in Software Engineering/Programming or IT				6.0	
General Experience	<ul style="list-style-type: none"> • Proven experience of web application development, website design demonstrated by a solid portfolio of work. • Strong experience in developing well known and widely used platforms. • Understanding of End Users needs to match with suitable technical solutions. 	(a)	Experience of 05 Years	5	10.0	10.0
		(b)	Experience of 03 Years	3		6.0
		(c)	Experience of 01 Years	1		2.0
Specific Experience	<ul style="list-style-type: none"> • Should have strong knowledge and skills in front-end (JavaScript – including a few libraries and frameworks like JQuery, D3, Plotly; HTML5, CSS3) and back-end (one/a 	(a)	Experience of 05 Years	5	4.0	4.0
		(b)	Experience of 04 Years	4		3.2
		(c)	Experience of 03 Years	3		2.4

	few of PHP, Python, .NET, etc.) technologies.					
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Added advantages

- Demonstrably strong programming background with familiarity of web development.
- Good graphics skills and knowledge in user experience design.
- Knowledge in agile development best-practices, full software development cycle including project formulating, version control and maintenance after deployment.
- Good Project planning, Management, and execution skills.
- Software Engineering/Programming or IT Related Professional Certificates
- Excellent Knowledge of English
- Ability to deliver effective results, and meet deadlines in achieving targets

Reporting Requirement

- Report directly to the Project coordinator on all aspects throughout the duration of the contract unless otherwise advised by the Client.
- The Specialist shall ensure that all the required reports for the project are prepared on time, in accordance with the requirements of Client.

SCHEDULE FOR THE ASSIGNMENT

Duration of the assignment is 13 (Thirteen) months and 21 (twenty-one) days from the commencement of the works. The successful candidate is expected to commence the services in October 2020.

Payment Schedule

Activity No.	Activity	Payment (%)
1	Develop and provide a Work Plan for the project including detailed requirement analysis with respective stakeholders	5% of contract price

2	Provide and present the design template for the project and obtain approval from MoE	10% of contract price
3	Progress meetings shall be conducted with the focal point appointed by MoE	-
4	Develop and present the website, monitoring portal and electronic library for comments	30% of contract price
5	User testing and finalization	-
6	Website handover, including submission of a clear and commented source code, Full detailed technical documentation with diagrams and a User Guide with screenshots.	20% of contract price
7	Conduct a training session for users.	5% of contract price
8	Provide bug fixing support for a period of six (6) months from the time the website, monitoring portal and E-Library is handed over to MoE	30% of contract price