**MALDIVES MARKETING &
PR CORPORATION**
Government of Maldives

Maldives Marketing and Public Relations Corporations

Republic of Maldives

Information Sheet

TO HIRE A PARTY TO DEVELOP THE MEMBERSHIP PORTAL

28th April 2022

Section 1 – Instruction to Tenderers		
1.	**General**	
1.1	Announcement Number:	(IUL)MMPRC-PRO/1/2022/40
1.2	Announcement Date:	28th April 2022
1.3	Project:	**To hire a party to develop the Membership portal**
1.4	Deadline (Date & Time)	19th May 2022 at 1300 hours
1.5	Contact Info	Hassan Shaheel General Manager, Procurement Maldives Marketing and Public Relations Corporation H. Zonaria, 4th Floor, Boduthakurufaanu Magu, Male' Republic of Maldives Telephone: +960 3323228 Email: procurement@visitmaldives.com
2.	**Procedure of Tendering**	
2.1	**Eligible Tenderers:** a) A Tenderer may be a sole proprietor, private entity, a registered company or government-owned entity or any combination of them in the form of a joint venture, under an existing agreement, or with the intent to constitute a legally enforceable joint venture b) The tenderer should not have any dues that needs to be paid to MIRA or the Tenderer should be paying debts owed to MIRA in accordance with an agreed payment schedule (should not be in default).		
2.2	**Amendments to Tender Documents:** (a) At any time prior to the deadline for submission of Tenders, the MMPRC may amend the Tendering Document by issuing addenda. (b) Any addendum issued shall be part of the Tendering Document and shall be communicated in writing to all who have obtained the Tendering Document from MMPRC To give prospective Tenderers reasonable time in which to take an addendum into account in preparing their Tenders, the Employer may, at its discretion, extend the deadline for the submission of Tenders		

2.3	**Registration of Tenderers:**
	Registration will take place at the pre-bid meeting. Only the Tenderers who attend the pre-bid meeting will be registered and eligible to submit the bid.
2.4	**Pre-bid meeting:**
	Pre-bid meeting will take place at;
	Venue: Maldives Marketing & Public Relations Corporation 4th Floor, H. Zonaria, Male'
	Date: 12th May 2022
	Time: 1300 hrs.
2.5	**Clarifications of Bidding document, Scope of work:**
	All clarifications must be addressed on or before Tuesday, 17th May 2022 before 1300hrs, through email (procurement@visitmaldives.com)
	Unless specifically stated otherwise in this information sheet, all queries and communications in respect to the information sheet or the Tender Process shall be addressed by any Respondent to MMPRC, by e-mail.
2.6	**Submission of Tenders:**
	Submission of tenders will take place at:
	Venue: Maldives Marketing & Public Relations Corporation, 4th Floor, H. Zonaria, Male'
	Date: Thursday, 19th May 2022
	Time: 1300 hrs.
2.7	**Late Tender:**
	MMPRC shall not consider any Tender that arrives after the deadline for submission of Tenders, in accordance with clause 2.6. Any Tender received by MMPRC after the deadline for submission of Tenders shall be declared late, rejected, and returned unopened to the Tenderer.
2.8	This Information sheet and all the entities participating in the Bid Process shall be governed by the laws of Maldives, without having regard to its principles of conflict of laws. Only the courts in Maldives shall have exclusive jurisdiction to entertain, hold trial, and adjudicate upon any dispute in relation to the information sheet, Bid Process or any other aspect in relation thereto.
3.	**Preparation of Tenders**
3.1	Each Respondent shall submit a single proposal (options may be submitted).
3.2	All documents must be a clear copy and must be compiled in the order of a checklist.

3.3	**Cost of Tendering:** The Tenderer shall bear all costs associated with the preparation and submission of its Tender, and MMPRC shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
3.4	**Language of Tender:** The Tender, as well as all correspondence and documents relating to the Tender exchanged by the Tenderer and MMPRC, shall be written in **English or Dhivehi** Language. Supporting documents and printed literature that are part of the Tender may be in another language provided they are accompanied by an accurate translation of the relevant passages in **English or Dhivehi**, in which case, for purposes of interpretation of the Tender, such translation shall govern.

3.5	**Documents Comprising the Tender:**
	
	1. **Quotation**
	
	  1.1 Quotation must contain the following;
	
	    - Total Price (The prices shall be quoted inclusive of GST.)
	    - Period of completion in calendar days
	    - authorized signatory and stamp
	    - Validity of 90 days from date of submission
	
	  1.2 Tender proposal will be <u>disqualified</u> if the document is not submitted.
	
	  1.3 All calculations and costing should be in Maldivian Rufiyaa.
	
	2. **Copy of a valid registration Certificate of Sole proprietorship / Partnership /Company / Corporative Society**
	
	  2.1 Tender proposal <u>will not be eligible</u> if the document is not submitted.
	
	  2.2 If certificates are in other language, English translation should be provided and should be attested.
	
	3. **Profile of the Tenderer**
	
	  3.1 Must include the following;
	
	    - Company Structure
	    - the organizational capacity
	
	  3.2 Tender proposal will be disqualified if the document is not submitted. Marks will be deducted if the document is not as per the information sheet.
	
	4. **Copy of Tax Registration Certificate and Tax Clearance Certificate issued by MIRA**

	4.1 The Tax Clearance Certificate should be a recent certificate (not earlier that **1** month from the date of this announcement.)
	4.2 Tender proposal will be <u>disqualified</u> if the document is not submitted with the Tender.
	5. **Past Experience Letters**
	5.1 Must submit Letters of similar projects undertaken within the past 5 years.
	5.2 The reference letter should include the name/ details of the project along with the contact details for reference.
	5.3 <u>Marks will be deducted</u> if the document is not submitted or is not submitted as per the information sheet.
	5.4 E-mails, Work order forms, agreements or award letters will not be considered.
3.6	**Work Completion Requirement:** a) Work should be completed within agreed terms as per the submitted proposal.
3.7	**Period of Validity of Tender:** (a) Tenders shall remain valid for 90 calendar days after the Tender submission deadline date prescribed by MMPRC. A Tender valid for a shorter period shall be rejected by MMPRC as nonresponsive. (b) In exceptional circumstances, prior to the expiration of the Tender validity period, MMPRC may request Tenderers to extend the period of validity of their Tenders. The request and the responses shall be made in writing.
3.8	**Tender Security (If required): Not Applicable**
3.9	**Format of Signing of Tender:** The Tenderer shall prepare one original of the documents comprising the Tender as described in Clause 3.5, and clearly mark it "Original". Alternative Tenders, if permitted in accordance with clause 3.10, shall be clearly marked "Alternative".
3.10	**Alternative Tenders:** It is permitted to submit Alternative Tenders.
3.11	**Conflict of Interest:** A Tenderer shall not have a conflict of interest. All Tenderers found to have a conflict of interest shall be disqualified. A Tenderer may be considered to have a conflict of interest with one or more parties in this tendering process, if:

	(a) they have a controlling partner in common; or
	(b) they receive or have received any direct or indirect subsidy from any of them; or
	(c) they have the same legal representative for purposes of this Tender; or
	(d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Tender of another Tenderer, or influence the decisions of the Employer regarding this tendering process; or
	(e) a Tenderer participates in more than one Tender in this tendering process. Participation by a Tenderer in more than one Tender will result in the disqualification of all Tenders in which the party is involved. However, this does not limit the inclusion of the same subcontractor in more than one Tender; or
	(f) a Tenderer or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Tender; or
	(g) a Tenderer, or any of its affiliates has been hired (or is proposed to be hired) by MMPRC.
3.12	The Tenderer shall not engage in corrupt or fraudulent practices in the preparation or lodgment of a Bid.
3.13	**Authorization:** The original and the Alternative Tender shall be signed by a person duly authorized to sign on behalf of the Tenderer. The name and position held by each person signing the authorization must be typed or printed below the signature.
4.	**Submission and Opening of Tenders**
4.1	**Deadline for Submission of Tenders:** (a) Tenders must be received by MMPRC at the address and no later than the date and time in clause 1.4 of this document. (b) MMPRC may, at its discretion, extend the deadline for the submission of Tenders by amending the Tendering Document, in which case all rights and obligations of MMPRC and Tenderers previously subject to the deadline shall thereafter be subject to the deadline as extended.
5.	**Disqualification**

MMPRC shall have absolute discretion to disqualify any Proposal made by a Respondent on any one or more of the following grounds;

a) The Proposal is not accompanied by documents required to be submitted (as detailed in clause 3.5) in accordance with this RFP;

b) If the Respondent submits incorrect/ inaccurate/ misleading information or conceals/suppresses any relevant information

c) Where the Respondent seeks to modify the Proposal after Proposal Due Date without the consent of MMPRC

d) Any Proposal that is received after the Proposal Due Date

e) Pending, active, or previous legal action by/ against a Tenderer /Respondent that may prevent its participation in the Tender Process or prevent it from fulfilling its respective obligations as specified and/ or as required in/under this RFP and the Agreement; and/ or

f) If the Respondent is in breach of any of its material contractual obligations at any of its previous contracts with the Government of Maldives or MMPRC

g) If Tenderer is found to be engaged in corrupt or fraudulent practices in the preparation or lodgement of a Bid.

6.	Evaluation
6.1	The tender evaluations will be carried out as per the evaluation criteria stated under Section 2 of this document. No other evaluation criteria or methodologies shall be permitted.
6.2	To assist in the examination, evaluation, and comparison of Bids, MMPRC may, at its discretion, ask any Tenderer for clarification of its Bid. The request for clarification and the response shall be in writing, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by MMPRC in the evaluation of the Bids.
6.3	From the Bid Due Date until the issue of the Letter of Award, if any Tenderer wishes to contact MMPRC on any matter related to the Bid or the Bid Process, it should be done in writing.

6.4	Any effort on the part of the Tenderers to influence MMPRC in the examination, evaluation, ranking of Bids may result in the rejection of the respective Tenderer's Bid.
7.	**Tender Security and Performance Guaranty (Not applicable)**
8.	**Advance Payment and Advance Payment Guarantee (Not applicable)**
9.	**Award of Contract**
9.1	MMPRC will issue the Letter of Award to the Respondent whose Proposal has been determined to be responsive and has the highest score (the "Selected Respondent").
9.2	The Letter of Award will be issued to the Selected Respondent or posted to the Selected Respondent's address, or a scanned version of the Letter of Award shall be sent via e-mail at the address given in the Proposal and such handing or posting or e-mail shall be deemed good service of such a notice.
9.3	If the Selected Respondent fails to sign the Letter of Award and the Agreement within the given period, MMPRC shall have the right at its absolute discretion to select the Proposal with the highest score among the remaining responsive Respondents or annul the Tender Process.
9.4	MMPRC reserves the right to annul the Tender Process and reject all Proposals, at any time prior to signing of the Agreement, without thereby incurring any liability to the Respondents, or any obligation to inform the Respondents of the grounds for MMPRC's action.
10	**Penalty & Contract Termination**
10.1	**Penalty:** MMPRC shall have the right to withhold any payment of the Contract Price, if the Selected party fails to deliver any Works in accordance with the terms of the Agreement.
10.2	**Contract Termination:** If the Select Party fails to carry out any obligation under the Agreement, MMPRC may by notice require the Contractor to make good the failure and to remedy it within a specified reasonable time.

Section 2 – Evaluation Criteria

Area	Details	Marks
Contract Price	The party that proposes the lowest contract price shall receive a maximum mark of (40), and for remaining proposals marks will be allocated on pro rata basis.	40
Technical evaluation	Marks will be given as follows; a) Technical requirements - Must Include the development platform, user friendliness, responsiveness and bandwidth (10 Marks) b) Functional requirements - Must Include different user dashboards, statuses, certificate generation, notifications, assignable user roles, multiple payment gateways, apply for upcoming fairs (including creating, slot allocation, publish event) and collect payments. Must also include making booking slots for fairs. (15 Marks) c) Deliverables - Must include a timeline in the proposal, and the deliverables must include user guides, staff training and 1 year support period (5 Marks)	30
Profile	Marks will be given as follows; a) The company profile (2 Marks) b) Company registration certificate (Sole proprietorship / partnership / company /corporative society) (1 Marks) c) Tax registration certificate (1 Marks) d) Tax clearance from MIRA (1 marks)	05

Period of completion	Marks will be given as follows;
	     a) Full marks will be awarded to the vendor who proposed the least number of days to complete the project.
	     b) Marks will be prorated based on the number of days for the respective bids.
	     c) Tenders will be disqualified if Tenderer fails to fulfil the delivery requirement in clause 3.6.
		15

Past Experience	Marks will be given as follows;
	     a) Maximum mark of 10 will be given if a minimum of 3 experience letters (as per clause 3.5) is submitted.
	     b) Marks will be deducted per project under past experience if they have worked with MMPRC and their performance was not satisfactory.
		10

	TOTAL	100

Section 3 -SCOPE OF WORK

Design and develop an online membership management portal for MMPRC. The purpose of this portal will be to register and manage memberships of this organisation including the ability for the members to make various online payments that are relevant to the membership.

The selected party must evaluate the existing manual Membership Registration / Fairs & Roadshow booking (Payment collection) process and relevant SOPs currently followed and provide a detailed process design and strategy (i.e SSAD diagrams) outlining the current process & the recommended automated process, before the development stage of this project begins.

1. Technical Requirements

1.1   Must be user friendly, responsive & mobile friendly.

1.2   The portal must be able to support simultaneous backend users (minimum 10 - 15 users at the same time).

1.3   High Bandwidth - must be able to cater a large amount of bandwidth.

1.4   Must be secure and technologies used must adhere to the most recent similar online payment & membership registration / management platforms or databases.

1.5   Platform to be developed on PHP / Laravel with Github repository management with version control for all code or a similar code management environment.

1.6   Fallback for older web browsers.

1.7   Portal must be intuitive for technical and non-technical users (audiences) with simple navigation and logical information architecture.

1.8   Deployment of the portal to existing cloud hosting service with version-controlled source code repository.

1.9   A testing staging site environment for updates at various stages.

2. Functional Requirements.

The new online registration process must be in accordance with the organisation's existing SOPs relevant to the Membership, Fairs and Roadshows.

2.1 Membership Applications

2.1.1 Members must be able to select the category of membership they want to apply for. The fields filled out by end-users will be different for each category.

2.1.2 Notify the relevant departments once a task related to the department is due.

2.1.2.1 Notification to the admin section once an application has been submitted.

2.1.2.2 Notification to the finance department once the application has been accepted and proceed to the payment process.

2.1.2.3 Notify the admin department once payment has been confirmed and to issue the membership certificate.

2.1.3 Once the membership application has been submitted, the applicant must receive an email/notification at each stage of the application. The notifications can be as below:

2.1.3.1 **Application Submitted:** *When an application has been submitted.*

2.1.3.2 **Pending verification:** *When the relevant department is verifying input data and documents.*

2.1.3.3 **Verified:** *Once the documents are verified. Ability to issue debit notes by the system which can be used as a payment document by the companies.*

2.1.3.4 **Pending payment:** *Till accounts section verifies the payment.*

2.1.3.5 **Payment received:** *Once the accounts section verifies the payment.*

2.1.3.6 **Confirmed: -** *Once all the relevant departments confirm the processing of the application. At this stage, the member must be able to view their membership certificate.*

Note: Status names does not necessarily be as suggested

2.1.4 Ability to issue membership certificates. An auto generated certificate with the membership details. Must have the ability to download in pdf format.

2.1.5 Must be able to check the status of an application submitted.

2.1.6 Ability to reject or send an application for resubmission with comments.

2.2   Member Dashboard

2.2.1 Payment history (previous payments for membership fees and events)

2.2.2 Add/Modify Listings (Properties managed by the member). **All changes must be approved by MMPRC before being published.**

2.2.3 Must be able to see documents that were previously submitted.

2.2.4 Must receive **notifications**

2.2.4.1   Approvals, once the changes are approved by MMPRC.

2.2.4.2   Pending payment for membership or event

2.2.4.3   Email notifications for all updates.

2.2.4.4   When new events are posted.

2.2.4.5   When events are opened for participation

2.2.4.6   When events are open for table and counter bookings

2.2.5 A step by step wizard must be shown to the registrant giving a timeline & status of the registration.

2.2.6 Members must be able to login to the portal and check the status of their membership application at any stage.

2.2.7 Check the status of their request to participate in an event that they have requested.

2.3   Non - Member Dashboard

2.3.1 Ability to apply for membership and make payments.

2.3.2 See upcoming fairs, roadshows and other events.

2.3.3 Ability to submit an application of interest for upcoming events.

2.3.4 Must have limited access to the portal.

2.4 Must be able to assign users with different user roles. User roles and functions can be as below:

2.4.1 User Role 1

2.4.1.1 A super admin user with the ability to create/modify & define privileges according to the staff accounts.

2.4.1.2 Ability to implement maintenance mode if the portal is undergoing maintenance or having downtime due to technical issues or during upgrades.

2.4.1.3 Access user logs (back-end users & front-end users).

2.4.1.4 Access to backup and restore database / portal related data.

2.4.2 User Role 2

2.4.2.1 Must be able to view, verify, reject and approve membership applications with comments from the portal.

2.4.2.2 See all documents related to a certain member in an orderly manner with the ability to filter based on category, year etc.

2.4.2.3 Change application status once documents are checked or when membership has been confirmed.

2.4.2.4 Issue membership certificates.

2.4.2.5 Reporting and Analytics.

2.4.2.5.1 Generate reports based on individual categories.

2.4.2.5.2 Weekly, monthly and yearly registrations

2.4.2.5.3 All members' list.

2.4.2.5.4 A report of all the entities provided with certificates

2.4.2.5.5 Yearly members list with membership status.

2.4.3 User Role 3

2.4.3.1 Create and publish Fairs, Roadshows and other events from the backend. Events must be created with the specific number slots allocated to the event, date and other necessary details.

2.4.3.2 Must be able to create a list of events for end-users to sign up for interest.

2.4.3.3 Ability to see all the properties that signed up for a particular event with their details including whether their payment has been made for a particular event.

2.4.4 User Role 4

2.4.4.1 Collect payments online through the portal (BML Payment gateway and other existing payment gateway solutions available). **Multiple payment methods or gateways are required.**

2.4.4.2 Generate custom payment links & notify members.

2.4.4.3 Generate invoices of various amounts for different fairs & events / yearly membership fees.

2.4.4.4 Keep track of all payments in an orderly manner. Must be able to see all the payment history related to a specific member. Details must include date, payment type and any other details necessary.

2.4.4.5 Payments must be made securely and must adhere to latest security protocols involving similar payments.

2.4.4.6 Able to check the applications that are due for payment and send for resubmission or approve the application to proceed to payment.

2.4.4.7 Must be able to generate and issue a confirmation of payment receipt with a tax invoice.

2.4.4.8 Reporting & Analytics

2.4.4.8.1 Generate reports based on individual categories.

2.4.4.8.2 Generate reports based on payment types.

2.4.4.8.3 Monthly/Yearly list of all online payments.

Note: Role names does not necessarily be as suggested

2.5 Multiple payment methods or gateways.

2.5.1 Payments via payment gateways (for all banks)

2.5.2 Cheques, TT, and Account Transfer must have a separate section to upload payment documents as an attachment.

2.6 **Ability to apply for upcoming fairs, roadshows and other events.**

2.6.1 A way to create and publish Fairs, Roadshows and other events from the backend. Users must be able to see the upcoming events once the events are published.

2.6.2 Events which have limited slots, must be created with the specific number slots allocated to the event and once the number of available slots has reached, the other applications must be waitlisted.

2.6.3 Must be able to add the number of tables and counters available for a specific event.

2.6.4 Must have a way to display counters and tables that are booked and the ones that are available for booking.

2.6.5 Ability to add additional participation slots if needed.

2.6.6 Events must have the following:

2.6.6.1 Open for **submission of interest**.

2.6.6.1.1 Members and Non-members must be able to submit an application for interest.

2.6.6.1.2 Must be able to track which properties made the submission and get a count for each specific event with details.

2.6.6.2 Open for **Participation**

2.6.6.2.1 Only members must be able to submit an application for participation. If the user is not a member, they must register as a member before they are able to submit an application for participation.

2.6.6.2.2 Members must be able make payment for participation.

2.6.6.3 **Book Tables and Counters**

2.6.6.3.1 Members must be able to book Counters and Tables for specific events that require it.

2.6.6.3.2 A set period of time to be given to make payments. Slots must only be confirmed once the payment is made. If the user fails to make payment within a set period of time, the

slot must be allocated to the next person on the waiting list.

2.6.6.3.3 A confirmation notice for participants after the payment is confirmed.

3. Deliverables

3.1 SSAD Diagrams / Process outline or reports for current processes and suggested automated processes for the new Membership Portal

3.2 UI Interface Mockups.

3.3 Detailed Timeline document for the project (The timeline must be in line with the suggested timeline included with the RFP). Variations to the timeline are acceptable.

3.4 User Guides

3.4.1 End-user (members) usage guide / onboarding videos

3.4.2 Back-end user (MMPRC staff) usage guide / onboarding videos

3.5 Provide 1 year of free technical support and maintenance after the portal is officially handed over. Once this period is over two parties will come into an agreement on the fees and other details of providing the technical support and maintenance on a contract basis based on requirements, terms and conditions agreed by both parties.

3.5.1 This support period should cover fixes for any bugs or errors in any of the code submitted/implemented by the developer

3.5.2 This support period must cover minor feature additions and changes that do not require major modifications to system architecture.

3.5.3 Must provide technical support to the relevant MMPRC staff or focals throughout the term of the contract.

3.5.4 Must provide MMPRC Staff Training required for the Membership Portal.

TASK	WEEk																						
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Requirement Gathering & Analysis																							
UI Design																							
System Development																							
Membership Module																							
Fairs Module																							
Frontend Implementation																							
Guides & Documentation																							
Portal Handover																							