



UTILITY REGULATORY AUTHORITY

Male' Republic of Maldives

ADVERTISEMENT NUMBER: (IUL)485/1/2022/32

Terms of Reference

Development of a Website and Portal for URA

8 June 2022

Prepared by: Utility Regulatory Authority (URA)

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SCHEDULE OF CRITICAL DATES

Activity	Action Date
Advertised Date	Wednesday, 8 th June 2022
Pre-bid registration deadline	Tuesday, 14 th June 2022 12:00 hrs
Pre-bid meeting	Thursday, 16 th June 2022, 12:00 hrs
Clarification Deadline	Sunday, 20 th June 2022, 12:00 hrs
Clarification to Queries Deadline	Wednesday, 22 nd June 2022, 12:00 hrs
Proposal submission deadline	Sunday, 26 th June 2022, 11:00 hrs

A. BACKGROUND

As the national regulatory body to the Energy, Water, Waste, Sanitation and Sewerage sector. Utility Regulatory Authority (URA) plays a vital role in developing, spreading awareness and providing information about the various laws and regulations related to energy, water, waste, sanitation and sewerage sector. URA's website will be used as a dissemination tool providing access to URA's activities, announcements and information. URA's portal will be used as a source for Application method for the various services given by utility regulatory authority to a wide range of target audiences, including but not limited to government agencies, organisations, utility service providers, international and local media, donor community, NGOs, general public and other concerned stakeholders. As such, we are seeking a qualified and experienced national consultant to develop a website and a portal for the Utility Regulatory Authority.

B. OBJECTIVES

The objectives of the assignment are to design, develop and implement a clearly structured, responsive, professional looking website and a portal as per URA's needs

C. ELIGIBLE BIDDERS

The invitation is open to all interested local parties with a formal intent to enter into an agreement. Each bidder shall submit only one bid. A bidder who submits or participates in more than one bid will result in disqualification of the bid proposals submitted by the bidder

Both Individuals and Registered local business entities (companies, partnerships, co-operative societies and sole traders) will qualify for the bid provided all documents mentioned in **Section K** of this Terms of Reference document are presented at the bid submission date.

D. LANGUAGE OF THE BID

The bid shall be submitted in English.

E. SCOPE

With consultation to the relevant personnel from URA, the winning party is expected to develop a website and Portal for application purposes to the Utility Regulatory Authority.

The following key aspects shall be given due consideration.

URA Website

- The website should have a functional language switching option from English to Dhivehi and vice-versa. The plug-ins or code used for such functions should last 2 years without the need to upgrade
- Fonts should render automatically and should not require installation on visitor's devices.
- In general, the website shall;
 - Be responsive and compatible with all mobile devices;
 - Have a clean, appealing look;
 - Be user friendly;
 - Perform well on slow internet connections;
 - Be compatible with the latest version of popular web browsers;
 - Provide contact information for URA with its geographical location;
 - Display URA's organisational information;
 - Shall fulfil the Information Commissioner's requirements for a government website;
 - Shall have an analytics feature.
- All aspects and content of the website shall be managed through a Content Management System (CMS).
- The Website shall include the following features
 - User management and roles management;
 - Date stamp for all postings;
 - Homepage banner;
 - Functional search function and filtering option for licensed professionals, products and other services;
 - Logo display for special events with URL;
 - Multiple countdown timers should be available and displayed only when required;
 - News posts (related gallery, event main photo, video, documents and other related items should appear with the related post);
 - Photo gallery (preferably hosted on same hosting) and video gallery (preferably with a video service such as YouTube);
 - Photos should be automatically optimised for relevant purposes. High resolution photos should be downloadable;
 - Announcements, job vacancies, publications, newsletters, Circulars, Minister's messages, Annual Reports should be uploadable in various formats (html, PDF, Microsoft Word, etc.). Where relevant, such uploads should be indicated as "New", "Expired", etc. item or post until a specific period;
 - All aspects and areas of the website should be searchable;
 - Should contain links to URA's social media accounts. RSS feed required;
 - Visitors should be able to share posts from the website on social media;
 - Should have a polling option.
 - Should be able to publish statistical data and information related to URA's mandate;
 - Should contain profile pages for Board of Directors, Past & Current Executives, committees, and prominent posts;
 - Should contain provision to publish bid related information and awards;
 - Should contain a page/pages where all laws and regulations related to URA could be browsed.
 - Should contain a page where all the fines that have been issued by URA are listed. The table should have the ability to be searched and filtered.
- Complaints Submission Module
 - ◆ The public should be able to submit complains via a form on the website
 - ◆ Should be able to submit complaints both anonymously and with their personal information

- ◆ Should contain a mechanism to create the complaint form for different sections of URA
- ◆ Should be able to create fields with different data types and have the ability to submit them online
- ◆ Should have the function to submit multiple attachments and specify the file size and type.
- ◆ Should indicate the progress of each file upload
- ◆ Submitted form details are required to be forwarded to an email address provided by URA and must have the ability to generate it in a report format and file type(s) defined by URA
- ◆ Should have the provision to track the progress of the complaint
- ◆ Should have verification/CAPTCHA settings to prevent spam

→ Home page of the website shall contain /links for the following

- User friendly navigation bar
- Contacts for URA and related information
- Attractive banner
- Recent news items
- Statistics
- Countdown timer(s)
- Recent announcements, job vacancies, publications, Circulars, Minister's Speeches, Annual Report, etc.
- Laws and regulations
- Photo and video gallery
- Tariff calculator
- ENERSTAT Database

→ URA's Portal In general, the portal shall;

- Be responsive and compatible with all mobile devices;
- Have a clean, appealing look;
- Be user friendly;
- Perform well on slow internet connections;
- Be compatible with the latest version of popular web browsers;
- Shall fulfil the Information Commissioner's requirements for a government website;
- Shall have an analytics feature.

→ Applications portal

- Should contain a mechanism to create application forms for different aspects of URA's function
- Should be able to create fields with different data types, and have the ability to submit them online.
- Should have the function to submit multiple attachments and specify the file size and type.
- Should indicate the progress of each file upload.
- Submitted application form data are required to be exportable to Microsoft Excel if required;
- Should show a confirmation message when the application has been submitted
- Should show error messages where applicable
- A mechanism to disseminate status of applications submitted to URA for approvals and permits
- should contain a mechanism to digitally review application documents and send for updating or reapplication of the application.
- should contain a job application module in which users can apply for jobs announced at the time of application.

→ The following features are required in the portal

- User management and roles management;
- Date stamp for all postings;
- Homepage banner;
- Functional search function and filtering option for licensed professionals, products and other services;
- Logo display for special events with URL;
- Multiple countdown timers should be available and displayed only when required;
- All aspects and areas of the portal should be searchable;

- should be able to determine which modules can be accessed by the public (fields management and module management rights)

→ Case & penalties module

All cases regarding all the utility services shall be published in this module. Therefore, a case module is required to publish all outcomes of cases handled by the URA available for the general public. And publish all the fines and penalties on cases which actions have been taken on.

→ public consultation module

The public consultation module is needed to interact with the general public regarding documentation requiring public consultation.

→ inspection module (For internal use only)

The portal shall have an inspection module in which URA is able to update and manage the current on-going inspections, the pending inspections and also the completed inspection with the reports attached.

F. DELIVERABLES

1. The Application portal shall be linked to E-Faas Auth services as a signup/login service.
2. The Consultant is expected to provide a Design Template (front end of the website shall be developed and hosted by the consultant for the duration of the development stage) for the website and the portal within 20 calendar days from the signing of contract, and obtain approval from URA before proceeding.
3. On approval of Design Template by URA, development shall commence immediately;
4. Fortnightly progress meetings shall be conducted with the focal point appointed by URA after commencement of development, and communicated monthly via mail or another official medium. (A minimum of 6 meetings shall be conducted)
5. Project Development updates and documentation shall be provided to URA by the 15th of each month during development period.
6. Migration of relevant data from the previous Water, Waste & Sanitation section of the Environmental Protection Agency.
7. User testing & shall be carried out in collaboration with the focal point appointed by URA after development.
8. At the time of website handover, the Consultant shall submit to URA;
 - a. A clear and commented source code;
 - b. Full detailed technical documentation with diagrams;
 - c. A User Guide with screenshots.
9. The Consultant shall conduct a training session for URA's Staff.
10. The Consultant shall provide bug fixing support for a period of **six (6) months** from the end of website development.

G. DURATION OF ASSIGNMENT

The duration of the development of the website and the portal shall not be more than 04 calendar months

The duration of technical support, bug fixing and general maintenance shall be 06 calendar months

Therefore, the total duration of this assignment is **10 calendar months**

H. CLIENT'S RESPONSIBILITIES

1. URA shall provide the Consultant with editable content in both Dhivehi and English language at the time the Design Template is approved.
2. URA shall Provide the documents and permission required from NCIT to Implement the E-faas Authentication Service.

I. ELIGIBILITY

The following are considered to be as eligibility criteria with documented proof for this consultancy;

1. Minimum academic qualification of Level 5 standard approved by Maldives Qualifications Authority in the field of Information Technology, Software Engineering, web development or relevant field;
2. Minimum four (4) years of experience in the field of web development;
3. Experience and advanced knowledge in web design, programming languages, database technologies, content management systems (such as JavaScript, jQuery, HTML, XHTML, WordPress, Laravel, CSS, XML, MySQL, SQL Server, .Net frameworks, PHP);
4. Technical knowledge on emerging internet technology and trends;
5. Working knowledge of security technologies;
6. Excellent writing and communication skills in Dhivehi and English language;
7. Creativity and innovative abilities to deliver quality results based on agreed deadlines.

J. BIDDER REGISTRATION

All eligible bidders intending to submit a proposal for this consultancy shall register themselves with the completed Bidder Registration Form at the end of this Terms of Reference. Last date and time for Bidder Registration is **14 June 2022 at 12:00**. Bidder registrations past this time will not be entertained.

K. APPLICATION

Eligible bidders are invited to submit a proposal with the following, but not limited to;

- a) Portfolio and curriculum vitae;
- b) Documented proof of identity if an individual, company and GST registration if a company or partnership;
- c) Proposal shall identify the lead developer from rest of the team (For Teams of 2 or more)
- d) Documented proof of educational qualification, training, expertise and experience, technical and work experience;
- e) Proposed price and workplan. Bidders registered for GST shall have GST included and clearly indicated in their proposal;
- f) The price must include the necessary licences for plug-ins, applications and other modules that are necessary for the fluid function of the website with validity of at least 5 years;
- g) Proposals must be valid for a minimum period of 90 days from the date of submission

L. SELECTION AND EVALUATION CRITERIA

Proposals will be evaluated based on the above criteria. Shortlisted bidders may be called for an interview and/or capacity assessment. Selection will depend on all of the above with points awarded as follows;

- a) Academic qualification: maximum 30 points

The bidder shall indicate the team that is proposed to be working on the assignment. Marks scored will be based on the following criteria.

Title	Level 5	Level 6	Level 7	Level 8	Level 9
Lead Developer (Highest Achieved qualification only)	3 points	6 points	9 points	12 points	15 points
Rest of the team (Max 10 points)	1 point each	3 points each	5 points each	7 points each	8 points each

- b) Experience with web development projects and capacity: maximum 50 points

The bidder shall submit a comprehensive work portfolio along with completion/reference letters from the relevant company/organisation. The reference letters must include relevant contact information of the organisation.

Only projects undertaken within the last 10 years will be taken in to consideration
Projects in relation to this assignment include but not limited to are; Website development; CMS development; Database development and portal development.

Points per Assignment: 5 Points

c) Price: 20 points

Marks given for price will be calculated as follows

$$Price = \frac{Benchmark Price}{Proposed Price} \times 20$$

Where Benchmark Price = Lowest Submitted Price

In order for the bid to be selected, the bidder must score minimum 70 points.

M. INTELLECTUAL PROPERTY

The Consultant must agree explicitly that all components of the works submitted are indeed original creations of the developer. Any intellectual property infringement, misuse or plagiarism of another's work in any form or state will result in immediate termination of the contract. URA will not bear any responsibility for the Consultant's illegal or inappropriate use of copyrighted material and the Consultant agrees to bear full responsibility for any consequences for such actions.

The website and all related material shall remain the sole property of the Utility Regulatory Authority.

N. PRE-BID

A pre-bid meeting will be held for all registered proponents on [16th June 2022 at 12:00]. Any party interested shall register for the pre-bid meeting before 14th June 2022 at 12:00 via email sent to procurement@ura.gov.mv with the following information.

1. Company Name
2. Name of representative
3. Designation of representative
4. Contact number
5. Email

O. CLARIFICATIONS

Any clarifications regarding this Terms of Reference after the pre bid meeting shall be addressed in writing via email to;

Procurement Unit.
Email: procurement@ura.gov.mv
Phone: +(960) 3019 100

Last date and time for submission of clarifications is: **20 June 2022 at 12:00. Verbal clarifications will not be entertained.** All bidders registered with intent to submit a proposal for this consultancy shall receive via email, responses to all clarifications received from all parties

P. SUBMISSION

Bid Submission	On or before June 26th 2022 at 10:59:59 HRS Maldivian Time
Bid Opening	Sunday, June 26, 2022 11:00 AM Local Time Proposals will be opened in the presence of the proponent's representatives who choose to be present at the address at the time of proposal opening
Submission Instruction	Proposals must be delivered in SEALED envelopes titled “Do not open before Sunday, June 26, 2022 11:00 AM – Development of a Website and Portal for URA Announcement Number:(IUL)485/1/2022/32” Proponent's Name, Address and if applicable, seal should be printed or written on the envelope. Late proposals will be rejected

Annex 1: Standard Forms

TECH FORM 1: Proposal Submission Form

[Company Name]

[Road Name]

Male'

Maldives

[Date]

Mr. Yazeed Ahmed,
Chief Executive,
Utility Regulatory Authority,
Handhuvaree Hingun, 20392,
Male', Maldives

Re: Development of a Website and Portal for URA

Dear Sir,

I, the undersigned, would like to express my interest for the “**Development of a Website and Portal for URA**” in accordance with your Terms of Reference dated *[INSERT DATE]*. I am hereby submitting my proposal, which includes all the required documents as per the Terms of Reference

I 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, I undertake to negotiate on the basis of the proposed fees. The Proposal is binding upon myself and subject to the modifications resulting from Contract Negotiations

I undertake, if this proposal is accepted, to complete and deliver the whole of the services assigned to me in the scope of services.

I understand that you are not bound to accept any proposal you receive. We undertake, if this proposal is accepted upon receipt of the Utility Regulatory Authority’s notice, to commence performance of the services with due expedition and without delay.

I remain,
Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Name of Individual:

Address:

TECH FORM 2: Letter of Commitment

[Company Name]

[Road Name]

Male'

Maldives

[Date]

Mr. Yazeed Ahmed,
Chief Executive,
Utility Regulatory Authority,
Handhuvaree Hingun, 20392,
Male', Maldives

Re: Development of a Website and Portal for URA

Ref No:

Dear Sir/Madam,

We, the undersigned, offer to provide "**Development of a Website and Portal for URA**" in accordance with your Terms of Reference dated *[INSERT DATE]* and our 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.

We undertake, if this proposal is accepted, to complete and deliver the whole of the services assigned to me in the scope of services.

We undertake, if this proposal is accepted upon receipt of the Utility Regulatory Authority's notice, to commence performance of the services with due expedition and without delay.

Yours sincerely,

Authorized Signature *[In full and initials]*:

Name and Title of Signatory:

Name of Company:

Address:

Annex 2: Financial Assessment and Forms

INFO 1: ASSESSMENT OF FINANCIAL CAPABILITY OF BIDDER

Evaluation Criteria

- a. To be eligible, the financial statements of the bidding party must show, minimum annual turnover of MVR 500,000.00 for the year 2020 (Submit FIN FORM 3)

OR

- b. To be eligible, the financial statements of the bidding party must show, MVR 500,000.00 for liquid assets for the year 2020 (Submit FIN FORM 4)

OR

- c. Business entities that have no completed one year (from date of business registration to date of bid announcement), to be eligible the bank statement must show a credit balance of minimum MVR 500,000.00

OR

- d. If bidding party is unable to meet any of the above requirements, they shall submit a letter as per FORM FIN 5, from any local bank, financing institution or supplier of credit limit not lower than MVR 500,000.00)

FIN FORM 1: Financial Proposal Submission Form

[Company Name]

[Road Name]

Male'

Maldives

[Date]

Mr. Yazeed Ahmed,
Chief Executive,
Utility Regulatory Authority,
Handhuvaree Hingun, 20392,
Male', Maldives

Re: Development of a Website and Portal for URA

Dear Sir,

I, the undersigned, would like to express my interest for the “**Development of a Website and Portal for URA**” in accordance with your Terms of Reference dated *[INSERT DATE]* and our Proposal.

The attached Financial Proposal is the sum of *[INSERT AMOUNT IN WORDS AND FIGURE IN MVR]*

This amount is inclusive of all local taxes.

I understand that you are not bound to accept any proposal you receive. We undertake, if this proposal is accepted upon receipt of the Utility Regulatory Authority's notice, to commence performance of the services with due expedition and without delay.

I remain,
Yours sincerely,

Authorized Signature *[In full and initials]*:

Name and Title of Signatory:

Name of Individual:

Address:

FIN FORM-2: FINANCIAL BREAKDOWN**Developing URA Website and Portal**

Deliverable	Description	Qty	Price	GST (MVR)	Total (MVR)
D1	Website	1
D2	Portal	1
		
		
		
	GST:				
	Total with GST:				...

Proposal Validity: 90 days

Indicate the total cost with detail cost to be paid in Maldivian Rufiyaa.

Note: The total contract price should be quoted inclusive of Goods and Services Tax (GST) as per the GST Legislation and Circulars where applicable.

INFO 2: HISTORICAL FINANCIAL PERFORMANCE

Criteria	Compliance Requirements	Submission Requirements
Historical Financial Performance		
Submission of balance sheets and income statements or, for the last 1 (one) year ending 31st December, 2020 to demonstrate the current soundness of the Bidders financial position and its prospective long-term profitability. As a minimum, an Applicant’s net worth calculated as the difference between total assets and total liabilities should be positive.	Must meet requirement	FIN FORM - 3 with attachments
Average Annual Turnover		
Minimum average annual turnover of MVR 500,000 only calculated as total certified payments received for contracts in progress or completed, within the last 1 (one) year ending 31st December, 2020.	Must meet requirement	FIN FORM – 4

Companies/Businesses that are less than 1 years old may submit their bank statements to demonstrate their financial capability to carry out the works defined in this Terms of Reference.

FIN FORM-3: ANNUAL TURNOVER

Each Bidder must fill in this form

Annual Turnover Data for the Last 1 Years		
Year	Amount Currency	MVR Equivalent
2020		
Average Annual Turnover		

The information supplied should be the Annual Turnover of the Bidder in terms of the amounts billed to clients for each year for contracts in progress or completed at the end of the period reported.

FIN FORM-4: FINANCIAL SITUATION

Financial Data for Previous 3 Years [MVR Equivalent]

	Year 2020:
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Information from Balance Sheet

Total Assets	
Total Liabilities	
Net Worth	
Current Assets	
Current Liabilities	
Working Capital	

Information from Income Statement

Total Revenues	
Profits Before Taxes	
Profits After Taxes	
<input type="checkbox"/> Attached are copies of financial statements (balance sheets including all related notes, and income statements) for the last three years, as indicated above, complying with the following conditions. <ul style="list-style-type: none"> • All such documents reflect the financial situation of the Bidder. • Historic financial statements must be complete, including all notes to the financial statements. 	
<ul style="list-style-type: none"> • Historic financial statements must correspond to accounting periods 	

FIN FORM-5: LINE OF CREDIT LETTER

[Letterhead of the Bank/Financing Institution/Supplier]

[Date]

To: [Name and Address of the contractor]

Dear [Contractor],

You have requested {Name of the Bank/Financing Institution/Supplier issuing the letter} to establish a line of credit for the purpose of executing {Name and Identification of the Project}.

We hereby undertake to establish a line of credit for the aforementioned purpose, in the amount of {Insert Amount}, effective upon receipt of evidence that you have been selected as a successful bidder.

This line of credit will be valid through the duration of the contact awarded to you

Authorized Signature:

Name and Title of Signatory:

Name of Agency:

FIN FORM-6: FINANCIAL RESOURCES

Specify proposed source of financing, such as liquid assets, unencumbered real assets, lines of credit, and other financial means, net of current commitments, available to meet the total construction cash flow demands of the subject contract or contracts as indicated in INFO 1 of Annex 2

Financial Resources		
No.	Source of Financing	Amount (MVR Equivalent)
1		
2		
3		
4		

FIN FORM-7: CURRENT CONTRACT COMMITMENTS/ WORK IN PROGRESS

Tenders and each partner to a JV should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued

No.1	Name of Contract	Employer Contact Address/Tel/Fax	Value of Outstanding work (MVR Equivalent)	Estimated Completion Date	Average Monthly invoicing over last six months (MVR/ Month)
1					
2					
3					
4					



INFO 3: GENERAL INFORMATION

1 Bid Awarding

- 1.1 Bidder will be informed of the decision to award a bid via an official intent to award the bid.
- 1.2 If the value of the bid exceeds **MVR 500,000** the bidder will be required to submit a performance guarantee of **(5 %)** of the total contract value prior to **signing the contract**. The performance guarantee must be issued by a Bank or a Financial Institution located in any eligible country. If the institution issuing the guarantee is located outside the Republic of Maldives, it shall have a correspondent financial institution located in the Republic of Maldives to make it enforceable.

(Excluding Consultancy Service)

- 1.3 Failure of the successful bidding party to submit the aforementioned performance guarantee, or sign the Contract, shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security. In that event the Ministry may award the contract to the next lowest evaluated bidder, provided the bidder is capable of performing the contract satisfactorily.
- 1.4 Standstill period

The Contract shall be awarded not earlier than the expiry of the Standstill Period. The duration of the Standstill Period is 3 days. The Standstill Period commences the day after the date the Employer has transmitted to each Bidder (that has not already been notified that it has been unsuccessful) the Notification of Intention to Award the Contract. Where only one Bid is submitted, the Standstill Period shall not apply.

2 Liquidated Damages (Excluding Consultancy Service)

- 2.1 The Contractor shall pay liquidated damages to the Employer at the rate per day **stated in the Public Procurement Regulation** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount **defined in the Public Procurement Regulation**. The Employer may deduct liquidated damages from payments due to the Contractor. Payment of liquidated damages shall not affect the Contractor's liabilities.

3 Securities (Excluding Consultancy Service)

- 3.1 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 MVR10,000, with validity of no less than 90 days.
Bid Security must be a bank guarantee letter or security issued by a Bank or a Financial Institution located in any eligible country.
Bank Cheques, Bonds and Cash will not be accepted as bid security.



4 Advance Payment (Excluding Consultancy Service)

- 4.1 Vendor has to request for Advance payment within 45 days from the contract date start.
- 4.2 Vendor has to submit Advance payment guarantee with the Invoice (15% of Contract price Maximum)

5 Arithmetic

- 5.1 Provided that the Tender is substantially responsive, the Employer shall correct arithmetical errors on the following basis:
 - 5.1.1 Only for unit price contracts, if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Employer there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
 - 5.1.2 If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and total shall be corrected and;
 - 5.1.3 If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (5.1.1) and (5.1.2) above.
- 5.2 If the Tenderer that submitted the lowest evaluated Tender does not accept the correction of errors, its Tender shall be declared non-responsive.