

## REQUEST FOR PROPOSALS

### Consultancy for Website Redesign, Enhancement, and Maintenance

Announcement No.	TM/RFP/2024/008
Project:	CORE
Published on:	22 <sup>nd</sup> September 2024
Information Session:	29 <sup>th</sup> September 2024 (email expression of interest to <a href="mailto:procurement@transparency.mv">procurement@transparency.mv</a> )
Deadline:	6 <sup>th</sup> October 2024
Point of contact:	<a href="mailto:procurement@transparency.mv">procurement@transparency.mv</a>

#### 1. Organizational Background

Transparency Maldives (TM) is a non-partisan organization that endeavors to be a constructive force in society by promoting collaboration and discussion on corruption, transparency and accountability. TM seeks to engage with stakeholders from all sectors (government, business, political and civil society, among others) to raise awareness of corruption's detrimental effects on development and society, improve transparency and accountability in governance, and eliminate corruption from the daily lives of people.

Transparency Maldives received formal government registration in 2007 and is the National Chapter of Transparency International (TI) in the Maldives.

#### 2. Eligibility: Organizations / Firms / Individuals / Teams (Maldivian Locals Only)

3. **Project Duration:** 1.5 Months

4. **Scope of Work and Guidelines:**

#### 4.1 Background

The purpose of this RFP is to acquire proposals from qualified service providers for various tasks related to the enhancement, security and Maintenance of our Website (transparency.mv).

#### Objectives, Scope and Description of Activities

The objective of this assignment is to enhance our current website.

Primary Goals:

- To improve the security of our website.
- Ensure regular maintenance and updates.
- To improve the overall design of our website.
- To minimize errors occurring and maximize the overall performance.

Specific Objectives:

#### 1. Update the existing website theme to change the appearance:

- 1.1 Update the current homepage template with changes and modifications like moving existing straps, removing some straps and creating some new straps to display existing content.
- 1.2 Clean overall look of TM's Website and make it more visually appealing:
  - 1.2.1 Update Font Styles: Update font families for heading and body copy, to make the content easier to read and visually appealing.
  - 1.2.2 Uniform Sizing: Ensure similar items across pages are displayed at consistent sizes for a clean and organized appearance.
- 1.3 Reduce the size of the Slider on the landing page and place it in a container, with suitable left and right padding.
- 1.4 Slider on the landing page should appear instantly without an animation.
- 1.5 Reduce the size of footer by removing some of the Hyperlinks and spacing
- 1.6 On the landing page, Remove the animation that shows each item appearing individually and display all categorized items instantly while scrolling down.
- 1.7 Ensure expired job vacancies don't appear on the "Vacancies" tab of the Landing page. If no vacancies are available, display a message stating so, with a "view more" button linking to the Vacancies page.
- 1.8 Make it easier for a user to select from the dropdown menu which is activated with mouse hover.
- 1.9 Reduce the Size of our website's footer as much as possible.

- 1.10 Remove current way of uploading PDF to the “Organizational Structure” Page on our website and make an editable and interactive way of updating our organizational structure:
  - 1.10.1 Allow website administrators to upload employee information (name and designation) with their line manager, and automatically generate a hierarchical map with distinct color boxes for each level.
- 2. Bring changes to Performance on the existing website theme:**
  - 2.1 Increase the hover triggering area of menu items and increase the time which the dropdown menu stays visible.
  - 2.2 The search box should stay visible when the search icon is clicked and make it easier to use the search box than it is now.
  - 2.3 Make third-level menus work on every platform (smartphone, tablet, and PC etc.).
  - 2.4 TM website should be fully responsive and optimized for every platform.
- 3. Debug and fix theme related errors that appear in the wp-debug log.**
- 4. Resolve errors occurring during the submission of contact forms on our website.**
- 5. Implement measures to block phishing and spam emails sent through contact forms.**
- 6. Create a contact form for Job Application, which is like a widget for every Job Vacancy:**
  - 6.1 It should collect the same information as the Job Application form on the website. [formlink:[https://transparency.mv/wp-content/uploads/2024/06/TM\\_JOB\\_APPLICATION\\_FORM\\_-Fillable\\_Up06024.pdf](https://transparency.mv/wp-content/uploads/2024/06/TM_JOB_APPLICATION_FORM_-Fillable_Up06024.pdf)].
  - 6.2 Job Applicants should be able to upload their CV, Reference Letters, Qualification certificates on to the form.
  - 6.3 We prefer this form to be presented on the website via a WordPress plugin, provided there's no security risk. If security is a concern, it can be done using Google Forms or another secure method recommended by the service provider.
- 7. Make Navigation Easier for the Website viewers:**
  - 7.1 To enhance the organization of the "Governance" section of the Transparency Maldives website, consider consolidating similar submenus for a streamlined structure. For instance, related topics can be grouped into broader categories, with brief descriptions and links to more detailed information provided as needed, with hyperlinks leading to detailed pages for more information.
  - 7.2 Add All our social Media links with their icons to the website’s footer.
- 8. Redesign “Get Involved” Menu as a Page with navigation items on the page:**
  - 8.1 To enhance the Transparency Maldives (TM) website’s “Get Involved” page, consider incorporating the design and functionality of the Transparency International Library page. This can be done by organizing existing categories and Menu items into a more structured format with clear navigation.
  - 8.2 After redesigning “Get Involved” as stated in clause 5.4.1.1, downloads will be a sub-page.
    - 8.2.1 Downloads should have a filter with all categories currently existing on TM’s website  
Categories currently in downloads:
      - Downloads (general category, displays all files in downloads)

- Press Releases
- Resources
- Announcements
- Request for Proposals
- Elections.

8.2.2 It should have an additional category called “Videos” which is a subpage of downloads, and it should have a hyperlink which redirects to our YouTube Channel.

8.2.3 Add a filter on the Downloads subpage to sort files by status: New, Active, Expiring Soon, Expired, or All.

8.2.4 Add a Search bar which allows searching through the files in downloads subpage.

The Service Provider is expected to:

- Design and deploy updates to the current customized WordPress theme.
- Fix wp errors and optimize resource usage.

#### 4.2 Deliverables and Timeline

Deliverable	Timeline (tentative)
Updates to the existing customized WordPress theme	30 days
Debug and fix WordPress errors and theme related errors	15 days

## 5. Documents to be submitted

Submit application via the website link for the RFP announcement. Must upload each of the required documents in the applicable section.

### 5.1 Technical Proposal

The technical proposal must include the following information:

5.1.1 Statement of Experience: This section should outline a statement of the Service Provider's capabilities and include details of previous related assignments of similar complexity and subject matter. Please provide a list of projects and reference contacts.

5.1.2 Statement of Qualifications: This section should describe the Service Provider's professional qualifications. Please include CV/resume providing evidence of how the Service Provider meets the knowledge and skills needs of the assignment.

5.1.3 Proposed Methodology: This section should demonstrate the Service Provider's methodological approach for meeting the specifications set out in this RFP. The methodology must include details of the proposed technology stack for the development and detail the infrastructure requirements needed to support the technology stack.

5.1.4 Proposed Workplan and Timeframe: This section should list the workplan for this project and expected delivery timeframes for the listed deliverables

5.1.5 Third Party Reference letters (Minimum three references)

### 5.2 Financial Proposal

Please see Annex 1 of this RFP

Financial Proposals must be inclusive of all costs and must address all requirements stated in the RFP, in line with the Offeror's Technical Proposal. The proposal must also include a separate infrastructure cost if infrastructure costs are deemed necessary such as cloud infrastructure costs. The only circumstance under which TM will accept any price changes from what is included in the Offeror's proposal or will accept additional charges beyond what is included in the proposal, is if TM modifies the requirements in writing to all prospective Offerors. Financial Proposal must be submitted according to the template provided in Annex 1 of this RFP. The offer should separately mark any recommended options not specifically required or addressed in the Statement of Work or elsewhere in the RFP. Offerors shall note any exceptions to the specifications listed in the Statement of Work and provide alternate prices.

All proposed prices and delivery dates shall be valid for a period of 7 working days following the date of the announcement deadline, unless otherwise clearly specified by the Offeror.

### 5.3 Conflict of Interest Statement

Please see Annex 2 of this RFP

**\*\*All Service Providers and relative team members and staff that will participate must sign the conflict-of-interest statement and submit it along with their application.**

Applications submitted without the above documents will be considered incomplete and TM reserves the right to reject such applications.

## 5 Evaluation of applications

The applications will be evaluated based on their merit and experience in undertaking this assignment. The following criteria will be used to award scores for applications:

TM will evaluate proposals based on the following criteria: <b>Selection Criteria</b>	<b>%</b>
<b>1. Technical Proposal</b>	<b>60%</b>
<b>1.1 Proposed methodology and approach</b> <ul style="list-style-type: none"> <li>Methodical approach to meet the specifications set out in this RFP.</li> <li>Details of the proposed technology stack.</li> </ul>	35
<b>1.2 Service Provider’s Experience</b> <ul style="list-style-type: none"> <li>Previous experience with similar projects or working with TM.</li> <li>Please note service providers must provide samples of projects and reference contacts. If URLs are submitted, only links that are live will qualify during evaluation.</li> </ul>	25
<b>2. Financial Proposal</b>	<b>40%</b>

## 2 Additional Terms and Conditions

### a) Coverage & Participation

Transparency Maldives (TM) reserves the right not to enter into any contract, to add and/or delete elements, or to change any element of the coverage and participation prior to the award without prior notification at any time without any liability or obligation of any kind or amount.

### b) Service Providers’ Understanding of the RFP

In responding to this RFP, service providers accept full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to TM as necessary to gain such an understanding. TM reserves the right to disqualify any Service Provider who demonstrates less than such understanding. Further, TM reserves the right to determine, at its sole discretion, whether Service Providers have demonstrated such understanding. Such disqualification shall be at not fault, cost, or liability whatsoever to TM.

**c) Good Faith Statement**

All information provided by TM in the RFP is offered in good faith. Individual items are subject to change at any time. TM makes no certification that any item is without error. TM is not responsible or liable for any use of the information or for any claims asserted there from.

**d) Communication**

Verbal communication shall not be effective unless formally confirmed in writing by a TM staff in charge of managing this RFP process. In no case shall verbal communication govern over written communication. Formal Communications shall include, but are not limited to:

- Questions and inquiries concerning this RFP must be submitted in writing to [procurement@transparency.mv](mailto:procurement@transparency.mv)
- Service providers shall recommend to TM any discrepancies, errors or omissions that may exist within this RFP. With respect to this RFP, service providers shall recommend to TM any enhancements, which might be in TM's best interests.

**e) Non-Disclosure Agreement**

TM reserves the right to require any respondent to enter into a non-disclosure agreement.

**f) Costs**

The RFP does not obligate TM to pay for any costs, of any kind whatsoever, which may be incurred by a Service Provider or any third parties, in connection with the proposal.

**g) Intellectual Property**

Service Providers shall not use any intellectual property of TM including, but not limited to, all logos, registered trademarks or trade names of TM, at any time without the prior approval of TM, as appropriate.

#### **h) Service Provider's Proposals**

All proposals and supporting documentation shall become the property of TM, subject to claims of confidentiality in respect of the proposal and supporting documentation.

#### **i) Partial Awarding**

TM reserves the right to accept all or part of the quotation when awarding the contract.

#### **j) No Liability**

TM reserves the right to accept or reject any quotation or stop the procurement process at any time, without assigning any reason or liability.

TM shall not be liable to any service provider, person or entity for any losses, expenses, costs, claims or damages of any kind; or

Arising out of, by reason of, or attributable to, the Service Provider responding to this RFP;

As a result of the use of information, error or omission contained in this RFP document or provided during the RFP process.

### **3 Entire RFP**

This RFP, any addenda to it, and any attached schedules, constitute the entire RFP.

### **4 Submission Instructions**

This RFP, along with all the mandatory documents stated in section 5 must be uploaded to the website or emailed to [procurement@transparency.mv](mailto:procurement@transparency.mv)

Applications received after the deadline or does not include mandatory documents stated in section 5, will be rejected.



**ANNEX 1: COST PROPOSAL**

Service Providers are required to fill out the following cost breakdown. Unit prices are required in the case of discrepancies between unit price and total price, the unit price will be taken as a reference basis in the evaluation.

Pricing must be in **USD or MVR** (please select as appropriate).

**Bid Title:**

**RFP No.:**

**Applicant:**

**Date:**

**Cost Breakdown by Component** (Sample template to be edited as needed)

No.	Activities	Quantity	Rate	No. of Days	Total Amount
A	Key Human Resources				
1	Eg: Budget analyst				
Subtotal A					
B	Administrative Costs				
Subtotal B					
C	Total A+B				
D	GST (8%) if applicable				
E	Grand Total (C+D)				

*N. B. Administrative and other associated costs, if any, should be built into the above headings proportionately.*

**Cost Breakdown by Deliverable** (Sample template to be edited as needed)

Deliverables	Amount (USD/MVR)
Deliverable 1	XXXX
Deliverable 2	XXXX
Grand Total	XXXX

Name:

Designation:

Signature:

## ANNEX 2: CONFLICT OF INTEREST STATEMENT

Transparency Maldives (TM) is committed to integrity in procurement, and only selects suppliers based on objective business criteria such as price and technical capacity. TM does not tolerate fraud, collusion among bidders, falsified proposals/bids, bribery, or kickbacks. Any entity or individual violating these standards will be disqualified from this procurement and barred from future procurement opportunities.

TM employees and agents are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or suppliers in exchange for or as a reward for business.

By signing this certification, the bidder agrees to:

- Disclose as part of the proposal submission any close, familial, or financial relationships with TM staff and members. For example, the bidder must disclose if a bidder's mother conducts volunteer trainings for TM.
- Disclose as part of the proposal submission any family or financial relationship with other bidders submitting proposals. For example, if the bidder's father owns a company that is submitting another proposal, the bidder must state this.
- Certify that the prices in the bid/proposal/application/quote have been arrived at independently, without any consultation, communication, or agreement with any other bidder or competitor for the purpose of restricting competition.
- Certify that all information in the proposal and all supporting documentation are authentic and accurate.
- Certify understanding and agreement to TM's prohibitions against fraud and bribery.

Please contact [procurement@transparency.mv](mailto:procurement@transparency.mv) for any questions or concerns regarding the above information or to report any potential violations.

Signature:

Date:

Name:

Title/ Position:

Entity name (for firms/organizations only):

Address:

***End of RFP***