

REQUEST FOR PROPOSALS

CONSULTANCY TO DEVELOP A SKILLS PORTAL FOR MALDIVES NATIONAL SKILLS DEVELOPMENT AUTHORITY

Announcement No.	TM/RFP/2022/007
Project:	PRIME
Solicitation No.:	720-383-20-2022-01-RFP
Published on:	3 rd April 2022
Virtual Information Session:	10 th April 2022 Parties interested in participating in the information session are requested to email to procurement@transparency.mv before 14:00hrs (local time) of 09 th April 2022. Transparency Maldives will provide the session link and will inform of the time.
Inquiry Submission:	11 th April 2022
Deadline due:	14 th April 2022 0000 AM
Point of Contact:	procurement@transparency.mv

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. TM continues to support grassroots movements, promoting community empowerment and social cohesion.

2. Eligibility: Organizations / Firms

3. Period of Performance: Starting from May 2022 as stated in section 4.3 of this RFP

4. Scope of Work and Guidelines:

4.1 Background

The purpose of this RFP is to engage the services of a consultancy firm to develop a ‘Skills Portal’ (a web-based platform) for Maldives National Skills Development Authority (MNSDA) to deliver and manage its services online.

As the regulatory body, under the Higher Education and Training Act 7/2021, MNSDA was created on 16th May 2021. MNSDA’s mandates include:

- Developing policies, procedures and making regulations.
- Developing National Competency Standards, curriculums, and related materials.
- Conducting National Apprenticeship Program (NAP) through Employer Based Training (EBT) providers,
- Conducting National Trade Testing and Certification (NTTC),
- Registering Institution Based Training (IBT) providers and EBT providers and Technical and Vocational Education and Training (TVET) programs.
- Conducting National Assessments and issuing National Certificates
- Manage a comprehensive database comprised of services to IBT and EBT; and
- To promote TVET programs and Career Guidance in the Maldives.

The purpose of the ‘Skills Portal’ is to digitalize MNSDA and its associated processes. The portal can be made up of two components to facilitate the services and training needs. They are computerization of the Business Services Processes, to implement Training Management Information System (TMIS) and a Training Resources Module (TRM). Both the modules will be used nationwide.

Training Management Information System (TMIS) will be used to computerize the business processes of MNSDA. It will enable the training providers and the administrators at MNSDA to keep track of the trainings held around the Maldives.

TRM will serve as a dedicated online platform for the management of Assessors and training of Trainers, functioning as the central source of information concerning development of quality Assessors and Trainers. It aims to smoothly implement the programs for Training of Assessors (ToA) and Training of Trainers (ToT), ensuring transparency to all the involved stakeholders. The portal will provide information about ToA and ToT programs planned by MNSDA. It will also provide a list of certified Trainers and Assessors.

4.2 Objectives, Scope and Description of Activities

It is expected that the MNSDA provides its services online to reach a wider audience and bridge the geographical gap via the Skills Portal. The overall objective of this consultancy is to develop (design and implement) a web-based platform to offer the services of the MNSDA.

The service provider is expected to carry out the work under the guidance and direction of MNSDA. The service provider will work at their own workplace. However, the service provider will be required to attend all the relevant meetings arranged by the client.

4.2.1 The service provider is expected to deliver the outputs described below.

A. Develop Detailed Software Requirements Specifications (SRS)

- The service provider shall work with MNSDA and develop a detailed Software Requirement Specification (SRS). The document must contain the following components;
 - Functional Requirements for the system
 - Non-Functional Requirements
 - UML Diagrams of the workflow
- The consultant shall take into consideration the existing practices and propose the changes needed with the current system.
- The consultant shall approve the final SRS document from MNSDA before commencing development.

B. Development of Single Sign On (SSO) Server with the following Functionalities:

The SSO server does not need to be a separate application. This component can be built as a part of the main system depending on the requirement and recommendations from the developer. The following minimum functions must be built into the SSO component.

- Individual Registration
An individual should be able to register using a registration form and get access to other services by MNSDA.
- Institute Registration
A separate registration form with details specific for institutes available for institute account registration.
- Admin Dashboard
Dashboard which allows staff to manage user accounts and view reports.
- Verify Users
All registrations need to be verified based on the documents and information submitted. Verified accounts will have access to more services.
- Manage User accounts and Institute accounts
Delete, password reset and information update for user accounts and institute accounts. Allow admin to manage all aspects of user accounts.
- Verify Institutes
Allow admin to verify institute registration requests received based on documents and other materials.
- Generate report on Users and Institutes
Generate comprehensive reports on users and institutes registered.

C. Development of Standard and Resource Management Application with the following Functions

This application will be used to manage documents and photos related to internal work management. Mostly standards and resources developed will be stored in this application. User authentication is from an SSO server. Users are granted access to specific documents in specific areas depending on user type (administrative, assessors, institutes, individuals).

This component does not need to be built as a separate application. Depending on the requirement and developer recommendation, the component can be part of the main application as well.

- Upload and manage Documents
- Manage Version History of Documents
- Track Documents
- Store and manage Standards developed by MNSDA
When a standard development is started (group of documents) a separate standard need to be created. Under this, all drafts of the standard will be stored. Any resource developed with the standard will be stored here along with the standard. Historical change information needs to be available through the system.
- Manage Standard development process
As a standard development is carried out in phases, show timeline and deadlines for the standard with option to notify users with access to standard.
- Application Programming Interface (API) which can be used to access documents and integrate with other software
As there might be more other software accessing resources in this server, API needs to be developed which can perform the following.
 - View document by document unique ID (assigned by the system)
 - Access standard resources with reference of standard
 - Download documents/resources
 - View general information of the document
 - Access change history of the document
 - Store documents through API. Update document information.
- Administrative Dashboard
Dashboard showing summary and insights of the data stored in the system. Charts and counters showing standards development process and summary of resources available in application.
- User Management (Manage users who can access the files)
When a user is authenticated into the system from SSO server, based on user types, allow access to general information and resources. Administrator should be able to allow user access to selected document groups or documents at different levels (edit, read, delete).

D. Skills Portal with the following functions.

- Registration application submission for Institutes
Institutes will be able to submit registration forms to be a verified institute by MNSDA. Comprehensive set of information about the institute will be submitted along with supporting documents within the application. Applicants can track the status of applications.
- Verifying and approving or rejecting application requests to register institutes
Allow administrative users to take action on application (reject or accept). Allow administrative user to leave instructions and comments for the application visible for applicant
- Submit registration request for Programs as a Skill program
MNSDA verified institutes will be able to apply to register programs at MNSDA. A comprehensive set of information along with sets of supporting documents and drafts will be submitted as attachments.
- Registration submission to be assessors
Individuals can apply to be assessors in MNSDA. With a comprehensive set of information and supporting documents individuals can submit a request to be an assessor. These applications will be managed by administrative users.
- Schedule training for participants at institutes
Allow administrative users to schedule training programs (dates and general information recorded and institute assigned). Institutes can request to initiate training.
- Starting training when all resources are available
Administrative user starts training (change training status to ongoing allowing institute to submit training related resource for approval)
- Submission of participants details and assessor details by the institute
Institute should be able to submit information of participant details to applications associated with training. Participant information will be submitted using an online form with supporting documents as attachments.
- Trainee Dashboard
Individuals should be able to access the trainee dashboard when an individual is registered as a trainee for a training program. This dashboard will contain ongoing training program related resources shared with the trainee.
- Resource management for trainee
Resources shared with trainees will be available to trainees from application.
- Photo submission for the training
When training is ongoing, institutes should submit photos of training to the application.
- Assigning assessment resources to assessors
Required resources for assessment are shared with assessors.

- Reviewing assessor report
Assessors should be able to submit assessment documents including attendance and assessment reports.
- Taking action on approving assessments submitted by the assessor
The assessment is approved/rejected or other action is taken by the administrative user.
- Generate comprehensive reports with sorting and displaying options for the dashboard.
Report generation for registered trainees, trainers, institutes, ongoing assessments, and other important data.
- Approving assessment reports for individuals
When an assessor or training institute submits assessment, assessment is approved.
- Issuing certificates for participants
Certificates for the participants shall be generated by institutes through the Portal with the template provided by MNSDA.
- Managing issued certificates for participants
Administrative users must be able to access historical data of all certificates received and training completed.
- Availability of payment request application form for assessors
Assessors should be able to request payments through the portal.
- Managing payment requests
Once the assessor is paid, information on the application is updated.

E. Train staff for using administrative dashboard of the application

- The service provider should train the staff of the MNSDA on how to use the system
- The service provider must provide technical training to selected staff by MNSDA for technical and server administration.

F. Report, User Manuals and source code

- The service provider should provide a report on the consultancy and an appropriate user manual for the Skills Portal.
- The service provider must provide technical documentation.
Overall installation and setup guide must be included with the application.
- Any work done or developed under this consultancy will be a property of MNSDA and hence should be delivered.
Before final deployment to production, the service provider must provide source code of the application to MNSDA.

4.2.2 The following qualifications are expected from the service provider.

- Applicants are expected to fulfil the following requirements:
 - 3 years or more experience in software development.
 - At least 3 or more major applications developed by the applicant are in production and accessible to the public.
- Applications from the suitably qualified respective firm must include a minimum of one developer satisfying the following requirements:

Qualification	Experience
Masters / Bachelors Degree in Programming, Software Development, Information Communications Technology, Information Systems Management, Computer Science or a related field.	<ul style="list-style-type: none"> - Participation in or completion of 3 or more successful software development projects of large scale. - 3 years of experience in development of web-based applications. - 3 years of experience in development or management of web portals. <p>Additional experience</p> <ul style="list-style-type: none"> - Demonstrate experience in ICT planning, computer systems analysis and design.

4.3 Deliverables and Timeline

Deliverable	Component	Delivery period*	Payment Schedule
Develop and approval of detailed SRS for the whole project	A	15 days	20%
Design, develop and pilot testing of SSO function	B	45 days	10%
Design, develop and pilot testing of document management component	C	45 days	10%
Design, develop and pilot testing of skills portal	D	45 days	15%
Deployment of application to production	E	60 days	20%
Delivery of system documents, technical documents and training.	F	25 days	15%
Support	G	120 days	10%

* From date of contract signing

* Note that **Component B, C, D and E will commence on the same date** making the whole delivery period no longer than 100 days.

* Consultant must provide at least 4 months of support after finishing the project.

5. Form and Content of the Response

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 should include the following information:

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.

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

Proposed Methodology: This section should demonstrate the Service Provider's methodological approach for meeting the specifications set out in this RFP.

5.2 Financial Proposal

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 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.

Offeror 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 ninety (90) days following the date of submission, unless otherwise clearly specified by the Offeror.

5.3 Service Contract Application Form

Main representative of the firm must submit the completed service contract application form.

Application form can be downloaded from the following link: [contractor form.pdf](#)

6. Conflict of Interest Statement

All Service Providers and relative team members and staff that will participate must sign the conflict-of-interest statement given in Annex 2 of this RFP and submit it along with their application. Applications without the conflict-of-interest statement will be considered incomplete and TM reserves the right to reject such applications.

7. Evaluation of applications

Proposals which conform to the requirements stated in this RFP which are received by the Submission Due Date and Time will be evaluated for award on the basis of the Best Overall Value to TM and the Donor. Best Overall Value will be determined by TM on the basis of the Technical Evaluation Criteria and financial evaluation Criteria as set forth below.

No	Evaluation Criteria	Points
1	Financial Proposal	30%
2	Technical Proposal	70%
A	Capacity and Knowledge	20%
	1. Master's degree in Programming, Software Development, Information Technology, Information Systems Management, Computer Science or a related field.	15%
	2. Bachelor's degree in Programming, Software Development, Information Technology, Information Systems Management, Computer Science or a related field.	5%
B	Work Experience	50%
	1. Participation in or completion of 3 or more successful software development projects.	10%
	2. 3 years of experience in development or management of web-based automation applications.	20%
	3. 3 years of experience in development or management of web portals.	20%

Additional Notes:

- Offeror is requested to provide references to support their previous work undertaken.
- For a firm/team of individuals, experience will be assessed based on the individual team members and those of the firm.
- For a firm/team of individuals, qualification will be assessed based on the combination of the proposed team. Ideally, the team should possess a combination of expertise in the required fields of education.
- In addition to educational qualification, short-term training in relevant areas will also be considered.

Offerors are requested to submit detailed CVs, educational certificates (with transcripts) to support their merit and list relevant short-term training undertaken.

8. Type of Contract

TM intends to award a Firm Fixed-Price Subcontract as a result of this RFP, though other types of subcontracts may be employed if required. All services and/or supplies must be delivered within date(s) stated above in the Summary section under “Anticipated Period of Performance”.

9. Additional Guidance to Offerors

i. Eligibility Requirements

To ensure that TM does not subcontract to vendors that have been debarred, suspended or proposed for debarment, and to prevent against supporting vendors determined to have committed or pose a significant risk of committing actions of terrorism that threatens national, and US interests, all apparently successful applicants will be checked against the US Government’s Excluded Parties List. As such, TM will perform a search for the applicant’s name on the Excluded Parties List (<http://www.sam.gov>)

1. System for Award Management (SAM) (database maintained by the SAM for Excluded Parties List System (EPLS) available at: <http://www.sam.gov/>).
2. Master list of Specially Designated Nationals and Blocked Persons List maintained by the U.S. Treasury for the Office of Foreign Assets Control (OFAC List) available at: <http://www.treasury.gov/resource-center/sanctions/SDNList/Pages/default.aspx>.
3. United Nations Security designation list available at:
4. http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml

TM will also consider all information about the proposed vendor of which it is aware and all public information that is reasonably available to prior to awarding the project.

TM will also require all vendors (excluding individuals) to submit Data Universal Numbering System (DUNS1) number for any subcontract over under US\$25,000. DUNS registrations and active Systems SAM2 registration will be required for all vendors (above the value of US\$25,000) prior to signing the contract. Details of SAM registration.

ii. Language

Offerors shall provide all proposal documentation in English.

iii. Offeror's Understanding of the RFP

In responding to this RFP, Offerors 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 Offeror who demonstrates less than such understanding. Further, TM reserves the right to determine, at its sole discretion, whether Offerors have demonstrated such understanding. Such disqualification shall be at not fault, cost, or liability whatsoever to TM.

iv. Source and Nationality (USAID)

The USAID authorized geographic code for the procurement of goods and services under TM's contract is Code 937 (the United States, the recipient country, and developing countries other than advanced developing countries, but excluding any country that is a prohibited source). A current list of eligible countries and further information on Source and Nationality may be found at www.usaid.gov/ads/policy/300/310. Offerors must agree that no services will be rendered through a Offeror in any foreign policy restricted country or any designated "prohibited source".

10. Additional Terms and Conditions

i. Coverage & Participation

¹ A DUNS number is required for non-U.S. organizations submitting proposals in the amount of \$25,000 or more. A DUNS number is required for U.S. applicants regardless of the grant amount. The contract finalization will be contingent upon the organization providing a DUNS number and completing the . Organizations who fail to provide a DUNS number will not receive a grant. To register visit: <https://www.dnb.com/duns-number.html>

² For more details on registering in SAM visit <https://sam.gov/content/home>

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.

ii. 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.

iii. 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.

iv. 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
- 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.

v. Non-Disclosure Agreement

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

vi. Costs

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

vii. Intellectual Property

Offeror 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.

viii. Modification and Withdrawal of RFP

TM reserves the right to modify by written notice the terms of this RFP at any time in its sole discretion. TM also reserves the right to withdraw this RFP at any time—with or without statement of cause—prior to actual award.

ix. Multiple Awards and No Obligation to Award

TM may accept any item or group of items of a proposal, unless the offeror qualifies the proposal by specific limitations such as “all or none”. TM reserves the right to make an award on any item for a quantity less than the quantity proposed, at the unit prices proposed, unless the Offeror specifies otherwise in the proposal. Proposals will be evaluated on the basis of advantages and disadvantages to TM and USAID in making multiple awards or awarding less than full quantity. TM reserves the right to issue more than one award. TM may reject any or all offers or not award a contract under this RFP if such action is in the best interests of TM, its Client, or the Host Country. TM may also waive informalities and minor irregularities in offers received, should such actions be in the best interest of TM, its Client, or the Host Country. The issuance of any contract resulting from this solicitation is subject to the prior approval from TM’s client.

x. 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.

11. Entire RFP

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

ANNEX 1: COST PROPOSAL

Offerors 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 US Dollars

RFP Title:

Date:

A: Cost Breakdown per Deliverable

Deliverable	PRICE (All Inclusive)

**This shall be the basis of the payment tranches.*

B: Cost Breakdown by Component

No.	Activities	Quantity	Rate	No. of Days	Total Amount
A	Key Human Resources				
1	Consultant				
Subtotal A					
B	Administrative Costs				
1	Eg: Interviews				
Subtotal B					
C	Total A+B				
D	GST (6%) if applicable				
E	Grand Total (C+D)				

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

Name:

Designation:

Signature:

ANNEX 2: PREREQUISITES CONFLICT OF INTEREST AND FRAUD REPORTING STATEMENT

Conflict of Interest

TM's subcontractors, grantee and vendors at all levels have an obligation to disclose all personal relationships and financial interest related to the Project, as these can consist of real or potential conflicts of interest. Non reporting can result in termination of the agreement/contract or disqualification from this solicitation and being blacklisted for future solicitation opportunities.

By signing this Pre-requisite certification, the Offeror agrees to certify that

1. you do not have any real or potential conflict of interest with this project; OR you have disclosed any existing or potential conflicts of interest, including any close familial, or financial relationships with TM (including staff and members) and other offerors submitting proposals for this solicitation; and as part of your submission;
2. you will update this disclosure promptly if relevant circumstances change and report to the relevant TM's Point of Contact; these would include personal, professional or financial relationship with TM and any other offerors submitting proposals; and
3. you understand that not reporting any real or potential Conflict of Interest can result in the disqualification of the proposal, or in suspension/termination of the agreement/subcontract or purchase order.
4. 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.
5. All information in the proposal and all supporting documentation are authentic and accurate.

Fraud Reporting

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.

Should any person demand/request consideration in exchange of this solicitation or promises successful selection, in exchange for consideration, or to report any potential violations against this solicitation, please contact ethics.committee@transparency.mv.

Signature:

Date:

Name:

Title/ Position:

Entity name:

(For firms/organizations only)

Address:

End of RFP