REQUEST FOR PROPOSALS

Design and Development of a Web based record keeping application

Announcement No.	TM/RFP/2023/006
Project:	PRIME
Published on:	13 July 2023
Inquiry Submission:	Till deadline
Deadline due:	20 July 2023 before 1600 hrs.
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 / Individuals

3. Period of Performance: July - September

4. Scope of Work and Guidelines:

4.1 Background

The purpose of this Request for Proposal (RFP) is to invite prospective service providers to submit a proposal, quotation, and technical specifications for the development and implementation of a robust multiuser, web-based record-keeping application, hereafter referred to as the 'solution', to collect data from Transparency Maldives (TM's) election observation efforts. This solution will play a critical role during TM's long-term and election day observation effort. This RFP provides service providers with the relevant operational and performance requirements.

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4.2 Objectives, Scope and Description of Activities

The objective of this assignment is to develop and implement a web application to record data from multiple users and generate reports from collected data. This can be in the form of a web-based application or an app that can work on mobile devices (iOS and Android).

With this solution, TM is seeking to accomplish the following:

1. Create a central repository for data collected from users (upstream source data);
2. Create a UI and UX that is friendly for all users, while maintaining data integrity and validation.
3. Share collected data with internal stakeholders via reporting.

The solution that is developed under this assignment should address the following principles: security, data integrity, maintainability, scalability, and resilience.

This solution is intended to provide quality and accessible data within the organisation, increase efficiency in planned data collection processes, and provide an efficient method to extract the data to add value to TM's organisational and project goals.

Scope

The high-level functionality of the solution is as follows:

1. Users are registered on the system by Super admins.
2. Data collection occurs twice on a set date: time slot 1 in the morning and time slot 2 in the evening.
   a. The number of data collection fields for morning and evening time slots may differ (evening slot will have more fields)
3. Once they are logged in (authorised and authenticated), they can submit a form.
   a. Form submissions will be required to be done during the day at two-time slots.
4. Form results are stored on the system.
5. Super admins can access the data and export raw data as CSV on demand.

The project is a three (3) phase solution. The scope of the project includes but is not limited to the following:

Phase 01: Requirement gathering and planning.

1. Work with the TM project team to decide on the database fields needed for information collection that is required for the application. This includes validation criteria.

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a. The database fields will be provided for timeslot 1 and timeslot 2

2. The solution needs to have the ability for super admins to add/remove some fields for time slot 2 fields.
3. The database fields will be limited to string, integer, checkbox and select fields. The exact list and number of fields will be provided by TM project team and will be in the range of 15-25 fields for time slot 1 and 25 to 30 fields for time slot 2.
4. Work with the TM team to identify user requirements. The following are the users required for this system (note: there is no current requirement for a public user):
   a. Super admin
   b. Data Manager
   c. Data User
5. Identify registration flow requirements and OTP verification services to be used.
6. Identify form submission time frames and implementation for users accessing the form at the correct time windows.
7. Develop backup and recovery plan for application failure.
   a. In case of internet failure during data entry, an ability to send collected data via SMS to a number, via the devices native SMS application should be implemented.
8. Identify load testing performance benchmarks.
9. Identify infrastructure requirements.
10. Identify data export formats for downstream stakeholders. The minimal requirement is CSV export of data.

Phase 02: Design, develop and implementation.

1. The solution must support two form submissions at set time slot windows during the day.
2. The solution must implement an SMS or Email based OTP verification process.
3. The solution must have a robust security approach to safeguard data.
4. The solution must validate data before saving.
5. The solution must allow for users to submit data during the set time slot windows: time slot 1 in the morning and time slot 2 in the evening.
6. The solution must be able to handle load without failures in data integrity and must be able to handle multiple concurrent user data submission (user range from 100 to 300 users)
7. The solution must support a high level of user-centred design within the constraints of the data fields required. This may include features such as tabbed field selection, use of appropriate sizes for text etc.
8. If the form has steps, the solution must allow for saves of form field step data by user triggered save action.
9. The solution should be designed from a mobile-first approach, and must be responsive for mobile, tablet and desktop devices.
10. The solution must support data version history and logging and logs visible to Super admins.

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11. The solution must support reporting at any point (view status of data via a simple dashboard showing which users have submitted and which users have not; and reporting after all submissions are completed)
12. The solution should have a data backup plan, either on the device (if native app) app or infrastructure level
13. The solution must have the ability to send form data via SMS in case of internet connectivity failure during the data collection time slot windows.
14. The service provider shall provide installation and configuration schema and documentation as required for the successful implementation and deployment of the solution.
15. The following user functionality needs to be supported (note: there is no current requirement for a public user):
    - Super admin
        - Login and logout
        - Create, Read, Update, Delete (CRUD) for specific field entries only.
        - CRUD for all form submission entries
        - Download CSV data for entries.
        - View statistics
        - CRUD for users
        - View logs
        - Enable and disable forms.
        - Ability to toggle OTP for specific users.
    - Data Manager
        - Login and logout
        - View statistics
        - Read and Update for all form submission entries.
        - Download CSV data for entries.
    - Data User
        - Login (via mobile or email OTP) and logout
        - View forms
        - Submit form entry.
        - Submit form entry via phone SMS app.

Phase 03: Quality Assurance (QA), support and documentation

1. The solution will need to be QA checked and functional tested on mobile (recent versions of android and iOS), tablet (recent versions iOS) and desktop (Chrome, Safari and Edge) and QA testing results shared with TM.
2. This testing needs to be completed before it is presented for UAT.
3. The solution must be load tested for performance benchmarks and must be demoed for the TM team with seeder data.
4. The service provider shall provide technical support up to 1 month from the date of operational acceptance/production deployment. The provision of technical support

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beyond the initial period may be subject to an extension by mutual agreement between the service provider and TM.

5. The service provider is also expected to be available for technical support throughout Election Day(s).

Deliverables

1. Demo of application (solution) at end of development for UAT
2. Production-ready application (solution) deployed under the proposed Scope of Work
3. Application (solution) source files
   a. NOTE: Ownership of the application source code and any work product associated with the solution that is produced under this assignment will be transferred to TM at the conclusion of this assignment
4. Solution QA and benchmark testing results
5. Solution documentation and deployment guide
6. Support on sandbox testing date and production date
7. Provide technical support on Election Day(s)

4.3 Deliverables and Timeline

Deliverable	Timeline (tentative)
Demo of application (solution) at end of development for UAT	02 Days
Production-ready application (solution) deployed under the proposed Scope of Work	05 Days
Application (solution) source files NOTE: Ownership of the application source code and any work product associated with the solution that is produced under this assignment will be transferred to TM at the conclusion of this assignment	06 Days
Solution QA and benchmark testing results	02 Days
Solution documentation and deployment guide	02 Days
Support on sandbox testing date and production date	02 Day
Provide technical support on Election Day(s)	02 Day

5. Form and Content of the Response

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

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.

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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.

OBJECTIVE ONE

TM will evaluate proposals based on the following criteria: **Selection Criteria**	**%**
1. **Technical Proposal**	**%**
1.1 Proposed methodology and approach • Experience in developing online applications. • Organization of the team and roles and responsibilities. Professional expertise, knowledge and experience with similar projects, contracts, clients and consulting assignments	30%
1.2 Service Provider's Experience • Previous experience with similar projects and working with TM. • 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. Desirable: familiarity with agile methodology in managing projects or SDLC	20%
1.3 Project timeline and work plan Note: time frame will be part of the contractual agreement, therefore, a realistic time frame for completion is requested	20%
2. **Financial Proposal**	**30%**

Additional Notes:

- Offeror is requested to provide references to support their previous work undertaken.

- For a firm/team of individuals submit a proposal, experience will be assessed based on the individual team members and those of the firm (if applicable)

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- 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.

- 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: 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.

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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

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[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

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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.

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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.

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12. 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

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

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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					
1					
Subtotal A					
B					
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.

Name:

Designation:

Signature:

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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

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