



REQUEST FOR QUOTATION (RFQ)

PROJECT: ECONOMIC RECOVERY IN THE GAZA STRIP - PROMOTING CHOICE, RESILIENCE AND DIGNITY PROJECT (PHASE II)

REF.: 005

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INTRODUCTION

Oxfam recognized that the current development needs in Gaza far outweighed existing resources and thus aimed to strengthen existing interventions and promote linkages with other agency initiatives. The project is funded by DANIDA, the Danish international development agency and is working across the Dairy, Vegetable Processing and the ICT sectors, with an integrated policy element.

Under the Economic Recovery in The Gaza Strip - Promoting Choice, Resilience and Dignity Project (Phase II), SEC invite you to respond to this RFQ.

INSTRUCTIONS TO BIDDERS

1 PURPOSE OF THE RFQ

The purpose of this RFQ is to obtain competitive offers for the service of “**ICT Web Portal Design and Development**” A detailed description of the assignment and services required by SEC is contained in the technical specifications (see APPENDIX A – Technical specifications).

2 RFQ TIMETABLE

	DATE	TIME (Gaza)
RFQ issuing	30-7-2017	12:00 pm
Clarification meeting at PITA Office	2-8-2017	2:00 pm
Deadline for submission of RFQ	9-8-2017	12:00 pm

3 INSTRUCTIONS TO BIDDERS

- In submitting a RFQ, the Bidder accepts in full and without restriction the special and general conditions governing this contract as the sole basis of this Bidding procedure, whatever their own conditions of sale may be
- Bidders are expected to examine carefully and comply with all instructions, forms, provisions and specifications contained in this RFQ dossier.
- Failure to submit a RFQ containing all the required information and documentation within the deadline specified will lead to the rejection of the RFQ.

- The participation procedure will be carried out in two successive stages; both are to be submitted together
 1. Technical Offer.
 2. Financial Offer.
- Language: All documents shall be submitted in **English**.
- Responses should be sent in an outer sealed single envelope which will contain two further envelopes corresponding to the two different sections of the tender:
 - o Inside Envelope 1: "Technical Offer"
 - o Inside Envelope 2: "Financial Offer"
- RFQ response shall be submitted together before the deadline for reception of applications no later than 9th August 2017 at **12:00 pm** at the following address:
- apartment No. 503 in Abughalion Building (2), Rimal Gaza City

3.1 Technical Offer

The Technical offer contains:

- Administrative compliance documents
- Technical offer.

All of which must be initialled and signed by an authorised person, with powers to represent the company.

3.2.1 Administrative compliance:

- Proof of Company Registration in (مستخرج عن السجل التجاري) / (if applicable)
- Certificate of VAT clearance given that the winning bidder will be requested to submit Zero-VAT invoices (خلو طرف من الضريبة) / (if applicable)
- Letter from a bank by a bank authorised by Palestine Monetary Authority (PMA) stating bank account information of the bidder. (if registered company)
- Three satisfactory references of customers for whom the same type of services were provided; SEC reserves the right to contact these references, without notifying the Bidder.

3.2.2 Technical Proposal:

A **technical** proposal describing the way in which the Bidder intends to carry out the tasks as described in this RFQ. Respecting all the obligations imposed by the specifications, bearing in mind the principals and values of SEC.

The proposal should include:

- Technical overview of functions and features.
- Suggested methodology and work plan with delivery dates.
- Samples of previous relevant projects experience and relevant graphics designs.
- List of customers in the last 12 months. Ideally NGOs and of a similar size to PITA
- Full Company profile.
- Name(s) and CVs or brief summary of professional background of key personnel to be involved in implementation of the Contract.
- Summary of working model. Team functions involved
- Proposal of extra features and ideas to be included in the portal, the service provided will commit to developing these suggestions.

3.2 Price proposal

- Bidders are invited to submit their best price proposal to the exact formats and specifications required by SEC. Offers not respecting these formats and specifications will be rejected.



- Price proposal must be initialled and signed by an authorised person.

3.2.3 Currency

All prices shall be expressed in **ILS** not including VAT. This is to allow for a fair comparison of prices.

3.2.4 Offer validity

Offers shall remain valid for a period of **120 calendar days** after the deadline for receipt of Offers.

3.2.5 Offer Presentation

The price proposal should be submitted according to the template in APPENDIX B – Price offer template.

3.2.6 Compliance

Your basic offer shall be strictly in accordance with the technical specifications specified in the APPENDIX A -Technical specifications.

3.2.7 Price proposal

- **Clear breakdown of costs related to services requested, and**
- Additional services that the service provider would be willing to provide SEC at no cost.

4 CONDITIONS OF BIDDING

4.1 Clarification meeting

A clarification meeting will be held on the above mentioned address at PITA office to answer any questions on the Offer. Minutes will be taken during the meeting and these will be communicated, together with any clarifications in response to written requests which are not addressed during the meeting, in writing to all the Bidders. No further clarification will be provided after this date. All the costs of attending this meeting will be borne by the Bidders.

4.2 Costs of preparing Offers

All costs incurred by the Bidder in preparing and submitting the Offer is not reimbursable. All such costs will be borne by the Bidder.

4.3 Right to reject all Offers

SEC is under no obligation to accept any Offer.

4.4 Power to accept part of a Offer

SEC reserves the right, unless the Bidder expressly stipulates to the contrary in the Offer, to award batches separately or in any combination.

4.5 Specification

If the Bidder wishes to propose modifications to the specification (which may provide a better way to achieve SEC ´s objectives) these must be considered as an alternative offer. The Bidder must make alternative offers in a separate letter to accompany the Offer. SEC is under no obligation to accept alternative offers.

4.6 RFQ Process

SEC reserves the right to negotiate, accept or reject any or all proposals and quotations at its sole discretion and to pursue or act further on any responses it considers advantageous.

The contract will be awarded to the administratively and technically compliant RFQ that is the most economically advantageous, taking into account the quality of the services offered and the price of the RFQ.

Offers will be evaluated on the criteria listed below:

CRITERIAS	Award criteria	% of overall
Qualification of the Company and the Team	Company Profile	70%
	Team Composition	
	Qualifications of team members (include CVs)	
	Web Development Experience	
Specific experience to the Assignment	Relevant expertise in development of similar projects	
	Sample Web site designs.	
Relevance to the TOR	To TOR: scope and methodology	
	Delivery date	
Additional features	Extra or creative ideas	
Prices for services	Clarity of the cost breakdown	
	Price proposal of Goods/Services in accordance with the request (best value for money)	
Total		100%

In the interests of transparency and equal treatment and without being able to modify their Offers, Bidders may be required, at the sole written request of the evaluation committee, to provide clarifications within 48 hours. These requests can only be for clarification purposes, not for the correction of major details.

Any attempt by a Bidder to influence the evaluation committee in the process of examination, clarification, evaluation and comparison of Offers, to obtain information on how the procedure is progressing or to influence SEC in its decision concerning the award of the contract will result in the immediate rejection of his RFQ.

4.7 Cancellation of the RFQ procedure

In the event of a RFQ procedure's cancellation, Bidders will be notified by SEC.

Cancellation may occur where:

1. The RFQ procedure has been unsuccessful, namely where no qualitatively or financially worthwhile RFQ has been received, or where there has been no response at all.
2. The economic or technical parameters of the project have been fundamentally altered.
3. Exceptional circumstances or *force majeure* render normal performance of the project impossible.
4. All technically compliant Offers exceed the financial resources available to SEC.
5. There have been irregularities in the procedure, in particular where these have prevented fair competition.

Under no circumstances will SEC be liable for damages, whatever their nature (in particular damages for loss of profits) or relation with the cancellation of a RFQ, even if SEC has been warned of the possibility of damages.

Bidders are requested not to contact SEC during the RFQ assessment period, unless through the formal questioning mechanism outlined above or if they are an existing SEC Service Provider, and then only in pursuit of existing SEC business.



APPENDIXES

Appendix A : Technical Specifications

Appendix B: Price offer template

Appendix A: TECHNICAL SPECIFICATIONS

A. Background to the Assignment

Palestinian Information Technology Association of Companies - PITA as a representative of the private ICT sector has been working heavily to drive an innovative ICT community that is competent to be placed on the global ICT map by building concrete steps that contribute in developing ICT human talents, ICT enterprises development and sector branding; the main pillars of PITA strategic approach to develop the ICT sector.

The intersection between those strategic pillars forms the base of leading intelligent initiatives that could be drawn upon the conducted regional and international market studies such as the Market Penetration Study which recommends vital engagement plans of penetrating new markets locally and globally. This could be a great opportunity for discovering and tunneling new business opportunities which could lead to sector development and digital economy growth. Based on the global marketing and business trends, the starting point of such approach is to boost the ICT sector as an online ICT hub of competent companies and promising ICT products/services that proved its readiness to enter exporting and outsourcing environments.

For that and as part of the joint efforts to lead, empower and develop the ICT sector in Palestine, PITA in partnership with Oxfam and SEC agreed to empower the Palestinian ICT Market Access Hub (ICT Web Portal) under the Danish International Development Agency (DANIDA) funded project entitled: "Economic Recovery in the Gaza Strip: Promoting Choice, Resilience and Dignity-Phase II". The parties had various discussions with their partner SEC for the vitalization of the portal to match the new market needs and technology trends. A formation of a technical advisory committee has been done with experts judgment for the roadmap of the portal next phases. In addition to that, a steering committee has been also established with the vision described more in details as below.

Accordingly, SEC and PITA are seeking a qualified consultancy firm to upgrade the design and development of the web portal as per the following Terms of Reference.

B

B. The goals and objectives of the Web Portal

The Goal:

To contribute in branding the ICT sector as an IT innovative destination with a competent Palestinian companies' products and services.

The Overall Objectives:

- 1- To vitalize the online portal for Palestinian ICT sector products and services.
- 2- To create an up-to-date reference for seekers of investment and business relations in ICT sector.
- 3- To digital market the Palestinian ICT sector profile competencies and strong potentials for business opportunities of market penetrations, exporting and outsourcing.
- 4- To support competent ICT companies marketing their products and services online.
- 5- To exchange ICT experience of WB/Gaza companies' solutions which could support clustering and partnerships approaches.
- 6- To continue in figuring out opportunities that could enhance the local ICT sector and the digital economy wheel.
- 7- To increase local companies' competencies by building online tools & online databases that enables these companies to quickly search and find local experts/contractors in record times, which in return allows them to bid on projects in local & international markets.

C. Assignment Scope of Work & Methodology:

Web Portal Description:

Based on previous web platform and website of PITA www.PITA.ps , the new website should:

- Preserving all data and information in the old website and transport them into new platform with no missing of any kind of information, and to maintain a backup version of data on 3rd different location like cloud.
- Develop a clear, clean website with usable interfaces and easy navigation, with CMS and according to most recent trends in Market.
- Clean, Modern and attractive design. The theme should be approved by PITA.
- Suggest well-structured company profile sections includes but not limited to:
 - Profile section
 - Repository section to upload/download: PDF, Docs, PPT, Videos.
 - Album. With clear instructions of picture's properties / sizes.
 - Contact form.
 - Linkage icons to company's fb, twitter, etc. Integration with social network via Facebook, twitter, LinkedIn share buttons that link back to the company's profile page hosted on PITA's platform.
 - Products section, includes but not limited to:
 - Product name.
 - Description.
 - Sliders for images, videos
 - Repository for files per product, downloadable from visitors.
 - Blog per product.
 - References.
- Easy way to illustrate the ICT sector strength and success stories.
- The website should be informative and responsive.
- SEARCH AND FILTERING TOOL – filter information/profiles by:

- General information.
- Company profile.
- Service type (Horizontally or vertically).
- Products.
- Keywords (From the profile, description, product description, article ...etc.)
- Includes full information about ICT COMPANIES AND THEIR PROFILES.
- Include section for legislations, regulations, announcements and sectorial news.
- Contact forms, to contact PITA or any company.
- EXTERNAL INFORMATION – blog type -> connect company, personality related to B2B opportunities.
- Public events section.
- Events' Calendar.
- Important updates/news section.
- Includes mailing list, and can be customized per company/product type or certain product.
- Guest book and testimonials.
- Any uploaded materials should be moderated by PITA.
- Google analytics.
- RSS newsfeed.
- Newsletter (Email subscription).
- Build an online searchable database that can be accessed by local companies to find human resources and experts with specific skills to work on long and short term projects. The system should send automated reminders to its members to update their skills and availability status on regular bases.
- Bridge the gap between local experts including freelancers and local companies to help build teams that are more competitive and trustworthy in today's fast moving international markets.

Web Portal Functionalities:

The consultancy firm shall understand the stakeholders' objectives:

PITA	PITA is the owner/admin of the website, and will use the website to achieve its objectives above.
ICT Companies	The companies will use the website to maintain the company's profile, and provide marketing materials, news and events on the company level. These materials should be used by a dedicated staff to promote the sector using the companies' news and information provided.
Marketing and PR	There will a dedicated staff under PITA management to enrich the website with materials, articles, news and events to promote the sector, and arrange B2B through the portal.
Local Experts	Local experts that want to present their skills to local companies. This can be achieved by enabling these individuals to upload their CVs and skill sets into the database.
Visitors	Public visitors should be able to browse & search the website for any peace of information within.

The firm should address the methodology it will use to understand the above objectives and how the proposed website will comply with the above stakeholders' general objectives.

1.1 **Visitor:**

The visitor user is any user opens the website. The website should allow the visitor to:

- Browse the website
- Search the website using simple/advance search mode
- Filter companies by product/service type
- Contact any company
- Communicate over the blogs
- Register in a mailing list
- Apply for a membership form (Simple form to apply for membership) This form sends the application to the PITA/Admin for proper decision.

1.2 **Member type 1 (companies & organizations):**

The website should allow the company user to:

- Login with user/password
- Update the profile and all its sections
- Add new product and all its sections
- Manage his/her products with all details
- Change password / Forget password procedure with proper authentication technique
- Deactivate the profile (Moderated by PITA)
- Send comments/notes to PITA Admin within the website
- Search for local experts/contractors by skill.
- Companies will have different access types, Paid, none Paid, PITA member. This will determine the number of feature that can be used by this user.

1.3 **Member type 2 (local experts):**

The website should allow the individual user to:

- Login with user/password
- Update the profile and all its sections
- Add new skills and experience to their CV
- Manage his/her profile with all details
- Change password / Forget password procedure with proper authentication technique
- Deactivate the profile (Moderated by PITA)
- Send comments/notes to PITA Admin within the website
- Automated update reminders: the system must send automated reminders, to ask experts to update their profiler every x number of months (x will be set by the admin), if the CVs are outdated the CV will show as an outdated CV in the search results and will show at the end of the search results list.

1.4 **Marketing:**

The marketing users are social marketing people and contents writers. The website should allow the marketing user to:

- Login with user/password
- Change password/ Forget password procedure with proper authentication technique
- Manage articles, events, calendar, news ...
- Review and update descriptions of companies and products when required

1.5 PITA/Admin:

The Admin user(s) is the website admin and has overall control on all its sections. The website should allow the admin user to:

- Manage the CMS
- Login with user/password
- Change password / Forget password procedure with proper authentication technique
- Manage memberships and companies
- Add new member
- Activate/Deactivate member
- Manage members' products (Moderates the products addition)
- Manage local experts profile (Moderates profile updates and submission), admin will have the ability remove experts contractors that are already working for PITA companies from search results.
- Manage articles, events, calendar, news ...
- Review and update descriptions of companies and products when required
- Manage marketing users (Add, Suspend, Activate ...)
- Show statistics and analytics of the operations on the website

2 General terms:

- The website should be Ar and En without re-login.
- The website should be fully responsive with high quality graphics design and layout. (sample design of home page or previous web design examples will need to be provided in your proposal, links/URLs will be sufficient)
- The website should comply with all security standards and principles.
- The website will contain DATABASE OF THE ICT COMPANIES AND ITS PRODUCTS/SERVICE/PROFILES.
- The website will permit the PLACEMENT OF INFORMATION IN TEXT/GRAPHIC FORM.
- The website will represent a platform of communication/ interaction/ information of the private ICT companies from Palestine.
- The website will promote the activity of the ICT industry.
- Any ready plugin or ready components used in the website should be auto-updatable and declared by the vendor.
- There should be one control panel for the admin.
- Support the system for 6 month after delivery.
- All materials should be classified under specific topics and be searchable online.
- Administration features should include the tool for web-site access statistics information collection and analyze.
- All working files will become the property of PITA.
- All design items should smoothly run on most popular OS platforms/monitor resolutions/browsers etc.
- The site will need to be implemented in a standard programming language and be easily upgradeable in the future.
- The site must be SEO friendly (a description of the site SEO guidelines that will be followed must be included in the proposal)

D. Deliverables:

The consultancy firm is expected to:

- Kick off meeting to match the preparation with the stakeholders needs.
- All documents as requested in the technical proposal and noted in L.O.E.

- weekly progress feedback, approval will be needed from SEC and PITA on the following milestones, completion graphics design (mock-ups) , completion of frontend functionality, completion of admin functionality, beta test versions, final version after deployment
- A designed and developed website with agreed well functions and features with high quality graphics desing and layout.
- All portal working files and full source code of all components.
- Training for the PITA staff (to be determined later) on how to use & manage the portal.
- Warranty commitment letter for at least 6 months from portal deployment.
- Upon finalization, the firm is expected to provide a detailed full report about the assignment and its recommendations.

E. Time Frame and L.O.E:

The assignment is expected to start by the first week of August and last till the end of September.

Time frame	Deliverables
1 Week after signature of the contract	Submits to SEC and PITA an inception note including the conceptualization, work plan for the assignment.
6 Weeks after signature of the contract	Submits to SEC and PITA a draft web portal. The supplier should involve PITA per module, to make it close to the deliverables.
Within 1 week after receiving the first draft	SEC and PITA reviews and provides comments on the draft web portal.
Biweekly for the duration of the project	Submit Biweekly reports to SEC and PITA on progress and provide access to demos when available.
1 Week after the revision report to do the required customization and deploy the portal on PITA servers	Uploads approved web portal to PITA web server and provides other deliverables including source code and full access to the server hosting the web application.
1 week after deployment for training	Train PITA staff on how to use / manage
6 months after the delivery and acceptance of the final version.	Provide support to PITA staff and management under a service level agreement of 24 hours response & resolution time. Note: Extension of the support contract will be subject to performance. A separate support contract/agreement will be drafted if PITA decides to extend the support period.

F. Other terms/Conditions

- The contracted firm will be expected to commence the assignment from the date of contract signature.
- The consultancy firm will be remunerated according to the input justified by the time sheet which will be handed by the experts given the total time/effort.
- All tasks are to be prepared and realized in coordination with SEC and PITA.
- The outputs of this assignment require pre-approval from PITA and will be considered as deliverables upon its final approval by SEC.
- The consultancy firm shall assure highest quality and maximum conformity with the approved design. In case of any emerging changes during this assignment, the consultancy firm should refer to PITA and SEC and receive their feedback on the proposed/proper intervention.

- The Service level Agreement will be signed after the delivery of the final version and before the final payment. In the SLA, the company must commit to provide a minimum response and resolution time of 48 hours to any technical issues that may arise.
- **Outstanding Service Completion Bond: -**

The service provider shall obtain (at his cost) an Outstanding Service, Completion Bond with amount at least Five percent (5%) of the contracted amount in the form of a certified check or a bank guarantee issued by a bank authorised by Palestine Monetary Authority (PMA).

 - Upon submitting the payment request (upon final product delivery) the service provider shall deliver the bond to SEC.
 - The Contractor shall ensure that the bond is valid for at least 7 months after final delivery of the product.
 - Failure of the successful Tenderer to comply with the requirements of completing any outstanding service shall constitute sufficient grounds to forfeiture of the Bond amount without resort to the Court, and the Tenderer shall have no right to claim for the said bond or any compensation thereof.
 - *Completion of Outstanding services shall be executed at the risk and cost of service provider."*

Appendix B: PRICE OFFER TEMPLATE

Nº	Task	Total Price (Lumpsum) In [ILS]
1	Task 1	
2	Task 2	
3	Task 3	
4	Task 4	
5	Task 5	
6	Etc....	
TOTAL AMOUNT without VAT in [ILS]		