Request for Proposal

Volunteer Member Management System
Ref no: MRC-AD/MIS/2021/119

REQUEST FOR PROPOSAL (RFP)

This RFP sets out the process by which a Company/Individual, who offers a Proposal in response to this RFP, will be identified for potential award of the Contract.

Please review the document and submit your Proposal in accordance with the deadlines set forth below:

The coverage should clearly identify the Sender and Receiver (see below)

Please note that no pricing information must appear on this page.

Attention: **Fathimath Himya / Secretary General**

      Maldivian Red Crescent

      2nd Floor, Plot number 11493, Hithigasmagu, Hulhumale', Maldives

Information Session: **12ᵗʰ September 2021, 14:00 hrs via Zoom** (Interested parties kindly email to info@redcrescent.org.mv before 11ᵗʰ September 2021, 14:00 hrs to register for the session)

Applications must be submitted to MRC HQ, in sealed envelopes.

Proposal submission deadline: Before 14:00 (Maldivian Time) on 16th September 2021

Expected date of delivery: Submission of work progress within 30 days of awarding the contract
                             Final delivery within 2.5 months (75 days).

Any Proposals received after the deadline will be rejected

1. DEFINITIONS

Throughout this Request for RFP, unless inconsistent with the subject matter or context

"**MRC**"	means the Maldivian Red Crescent, National Headquarters, represented by Secretary General's delegated representative.
""**RFP**"	means Request for Proposal package in its entirety, inclusive of all Appendices and any bulletins or Addenda that may be issued by MRC.
"**Services**"	means all services and deliverables to be provided by the contractor as described in this RFP.
"**Proposal**"	means an offer submitted by a Company/Individual in response to this RFP which includes all of the documentation necessary to satisfy the submission requirements of the RFP.
"**Contract**"	means any written contract between the Maldivian Red Crescent and the Contractor, or any Purchase Order issued by the MRC to the Contractor, with respect to any Services contemplated by this RFP
"**Works**"	means the permanent works to be executed for the completion of the Project.

2. BACKGROUND INFORMATION

2.1 MALDIVIAN RED CRESCENT (MRC)

The Maldivian Red Crescent is an independent, voluntary, humanitarian organization, established on the basis of the Maldivian Red Crescent Law [Law 7/2009]. Its primary objective is to provide humanitarian aid, and to prevent and alleviate human suffering. It is the 187th member of the world's largest humanitarian movement — the International Red Cross and Red Crescent Movement – which every year helps millions of people whose lives have been devastated by crises or conflict.

The Maldivian Red Crescent aims to be the nation's leading humanitarian organization, with Branches and Units spanned all over Maldives. To date it has established 10 Branches and 20 Units. It recruits members and volunteers, implements Programmes and delivers services in adherence to the Fundamental Principles of the International Red Cross and Red Crescent Movement – Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality – making no discrimination as to nationality, race, sex, religious beliefs, language, class or political opinions.

Interested vendors are invited to submit their proposals for a Volunteer Member Management System as instructed in this document. Please ensure that all proposals comply with the instructions, failure to comply with the instructions will result in disqualification of the proposal.

2.2 OBJECTIVE

The main purpose is to digitize and maintain the internal information management system of MRC volunteers and members. This system will be used by MRC Staff, volunteers, and members through a secure, efficient, and user-friendly system.

3. ITEM CONDITIONS / SPECIFICATIONS

Attached Annex 1

4. QUOTATION

All quotations should have the following:

4.1 PRICE
All price quoted should be in MVR, & price must be inclusive of all taxes and any other cost applicable until the product is received to MRC.

4.2 FINANCIAL OFFERS
The Financial Offer will NOT be the only one determinant for selection of a Contractor by the MRC. The lowest Financial Offer will not necessarily be selected, and MRC reserves the right to reject any or all Proposals.

In submitting a Proposal the parties acknowledges and agrees that the MRC will not be responsible for any costs, expenses, losses, damages or liability incurred by the party as a result of or arising out of submitting a Proposal, or due to the MRC's acceptance or non-acceptance of its Proposal.

5. PROPOSAL SUBMISSION

5.1 SUBMISSION OVERVIEW

5.1.1 The MRC has formulated the procedures set out in the following provisions in this section to ensure that it receives Proposals through an open, competitive process, and that Parties receive fair treatment in the solicitation, receipt and evaluation of their Proposals. The MRC may reject the Proposal of any party who fails to comply with any of such procedures.

5.1.2 Proposals should address the proposal content requirements as outlined herein, must be well ordered, detailed and comprehensive. The MRC retains the right to disqualify any incomplete Proposals; clarity of language, adherence to suggested structuring, and adequate accessible documentation is essential to the MRC's ability to conduct a thorough evaluation.

5.1.3 The Proposal shall be submitted in English.

5.1.4 The Proposal document becomes the property of the MRC and will not be returned. The MRC is not liable for any oral information provided to or from any party. The MRC reserves the right, in its sole and absolute discretion, to change the dates or deadlines or to reject any or all of the Proposals or to change the limits and scope or to cancel this Proposal call, without incurring any cost or liability. The MRC further reserves the right, in its sole and absolute discretion, to waive any irregularities in any Proposal, to negotiate modification of any Proposal, to request clarification and additional information on any Proposal. The MRC may, in its sole and absolute discretion, independently verify any information in any Proposals. The MRC reserves the right to disqualify any Proposal containing any potentially false or misleading information.

5.1.5 Confirm in this section that the Proposal meets all requirements of the RFP and that the Contractor will abide by the Code of Conduct. If there is a need to highlight scope clarifications based on the interpretation of the RFP document, all limitations on the extent of work that could be inferred must be identified in this section of the Proposal. If exceptions or scope clarifications are not provided in this section, then the MRC will consider that the scope of works are met in its entirety, and all costs to meet the terms of reference is included, regardless of the text in the body of the Proposal.

5.2 PROPOSAL CONTENT

5.2.1 **Title Page:** Showing Project Title, closing date and time, Company/Individual's name, the address, telephone and fax numbers of the firm, and a contact person who will act as the party's representative for post-submission communications.

5.2.2 **Letter of Introduction:** Introducing the Company/Individual and signed by the person(s) authorized to sign on behalf of and to bind the party to statements made in response to this RFP. This should contain the same signature as the person signing the submission forms.

5.2.3 **Table of Contents:** Include page numbers, identifying all included materials.

5.2.4 **Executive Summary:** Summary of the key features of the Proposal.

5.2.5 **Company/Individual Profile and Details:** Overview of the Company/Individual, its history, and its future plans. To permit the party to be evaluated fully as a viable and sound enterprise; include **all the information** stated in 5, 6 and as mentioned below;
   a. Proposal must be submitted with company registration, portfolio of the company/CV of the individuals (qualification, experiences, composition of the team)
   b. Proposal must contain a technical proposal which should include the following

- Work quality – Usability and testing
- Development process - explain the process you will follow to build the CMS, including major milestones and evaluation
- Timeline – schedule of deliverables in a Gantt chart (proposed timeline should not exceed 2 months duration)
- Schedule of deliverables
- Maintenance and support - address any important technology information and specifications used in your solution (languages, platform, etc.)
- Training and Style Guide: Must train our staff to use site tools and provide a style guide

c. Proposal must contain a financial proposal with a detailed budget (breakdown, item description, unit price in MRF, technical specification, etc.)

5.3 PROPOSAL DOCUMENTATION AND DELIVERY

5.3.1 Proposals, with all required documents must be submitted to MRC HQ in sealed envelopes and all inquiries regarding this must be emailed with RFP title in subject to: info@redcrescent.org.mv by 16th September 2021, 14:00hrs.

5.3.2 The Company/Individual must ensure that the bid is received to MRC before the proposal submission deadline.

5.4 SELECTION CRITERIA

5.4.1 Existence of proof that business has been registered (only those who submit proof of business registration will be considered).

1. Experience in the field (similar work completed in the past / track record of successful deliveries / sustainable procurement results)
2. Quality of past work (reference of past work, pictures, etc)
3. Feasibility of technical proposal.
4. Feasibility of financial proposal
5. Details of management facilities, Risk management, sustainable business
6. Favorable terms of delivery (refer to page 1)
6. After sale service and quality and transportation of merchandize

6.2.2 If the Company/Individual does not fulfil the Selection Criteria, the Proposal will be rejected

6.3 SELECTION PROCESS

6.3.1 MRC will utilize the best format/criteria, in its sole discretion, for the evaluation and selection process to establish a Total Score for each Proposal as noted in the sample evaluation table below:

Details of Evaluation

Step 1: Technical Offer

Evaluation		Max. Score (Points)
	Technical Offer	
1	Experience in the field (Business portfolio, CVs, recommendation, production capacity)	10
2	Quality of work (if available physical samples of prior work, photos, portfolio)	30
3	Feasibility of technical proposal (includes timeline, delivery terms, after sales services)	30
	Total Score	**70 points**

Step 2: Financial Offer (only those who score 60% or higher in technical score will be considered for this step)

Evaluation		Max. Score (Points)
	Financial Offer	
1	Price quotation	30
	Total Score	**30 points**

6.3.2 The Company/Individual that achieves the highest overall Total Score will be ranked first in final selection.

6.4 CLARIFICATIONS

6.4.1 As part of the evaluation process, MRC may make requests for further information with respect to the content of any Proposal and/ or to ascertain the understanding and responsiveness of the Company/Individual of and to any of the Project information, the Proposal and requirements. MRC may seek clarification and additional information from Company/Individual as required, in their sole and absolute discretion.

6.4.2 MRC may request further information from one or more Company/Individual /s and not from others.

6.5 EVALUATION RESULTS

6.5.1 Upon conclusion of the evaluation process of the Proposals, highest scored Company/Individual will be recommended by Evaluation Team to Secretary General.

6.5.2 Secretary General shall have the right, in their sole and absolute discretion, to approve or reject the recommended Company/Individual by the Evaluation Team.

7. AWARDING OF CONTRACT

6.1 Any award of a contract to a Company/Individual will be at the sole and absolute discretion of MRC.

6.2 MRC reserves the right to revise the scope of the services as the work progresses.

6.3 MRC reserves the right to award contract in whole.

8. NOTIFICATION OF AWARD

8.1 After completion of evaluation of the Proposals, and approval from Secretary General, MRC shall issue notification of award to the successful Company/Individual.

8.2 Once MRC and the successful Company/Individual execute the Contract, all other Company/Individual will be notified accordingly.

8.3 At the same time that the successful Company/Individual has been notified that the Proposal has been accepted, a contact person at MRC will send the successful Company/Individual the updated Contract, which shall include further terms as may be agreed upon between the Company/Individual and the MRC.

8.4 The Contract will come into effect upon signing of the Contract by both the Client (MRC) and the successful Company/Individual.

9. CONSULTING CONTRACTS / PURCHASE ORDERS

9.1 The selected Company/Individual shall enter into the Contract with the MRC and Annexes provided with this RFP will be used to form the Contract for this project and the Project Code of Conduct Commitment as attached in Annex "B".

9.2 Upon execution of the contract between MRC and the winning Company/Individual, a Letter of Credit will be opened in the name of the successful Company/Individual; the signed Contract shall supersede all other documents, including this RFP.

9.3 The Company/Individual shall be aware of the terms and conditions forming the final Contract, If a discrepancy exists between this RFP and the final Contract.

10. CONFIDENTIALITY

10.1 The Company/Individual agrees that they shall not disclose Confidential Information to any third party, except to its directors, officers, employees or volunteers, with a need to know in regard to this RFP, without the express written consent, nor make use of any Confidential Information other than for the purpose of this RFP. The Company/Individual further agrees to protect Confidential Information from transfer or disclosure to others by use of the same measures that each party uses to protect its own Confidential Information, but not less than reasonable measures.

10.2 Confidential Information: "Confidential Information" means any information or material that relates to each party's business and affairs and that: (i) is clearly marked "confidential" or "proprietary" if provided in written form, (ii) is preceded by a statement that such information is confidential or proprietary, if provided in oral form, or (iii) given the circumstances surrounding disclosure, should in good faith be treated as confidential or proprietary.

10.3 Exclusions: Confidential Information shall not include any information that: (i) is in the public domain at the time of its communication; (ii) is independently developed by each party (iii) entered the public domain through no fault of either party subsequent to communication with the other party; (iv) is in possession of either party free of any obligation of confidence at the time of it was communicated to each of the party's; or (v) is communicated to each of the party's by a third party under no legal obligation to maintain the confidentiality of the information. Additionally, each party may disclose such Confidential Information to the extent required by legal process; provided that, prior to making any such disclosure, each party shall notify the other party of same and that each party shall have the right to participate with the

other party in determining the amount and type of Confidential Information, if any, which must be disclosed in order to comply with any such legal process.

11 DISCLAIMER

The MRC and its advisors make no representation or warranty as to the accuracy or completeness of the information provided in connection with this RFP and disclaim all express and implied representations, warranties and conditions in connection with this RFP. Company/Individual should make their own investigations, projections, and conclusions and consult their own advisors to verify independently the information contained in this RFP, and to obtain any additional information that they may require, prior to submitting a Proposal.

12 NO LIABILITY

Expenses incurred in the preparation of proposals in response to this RFP are the Company/Individual's sole responsibility and may not be charged to the MRC or claimed by the Company/Individual in any way. The MRC has no liability whatsoever for any costs of any kind incurred by any Company/Individual or any other damages or losses in any way related to a Company/Individual participation in this RFP, including without limitation considering and choosing among the Proposals, nor shall the MRC accept any liability or responsibility for the Company/Individual actions vis-à-vis the MRC or any third party in receiving and responding to this RFP.

13 CHOICE OF LAW

This RFP shall be governed by and construed in accordance with the laws in force in the Maldives and the Maldives courts will have exclusive jurisdiction to hear any disputes under this RFP.

14 ANTI-CORRUPTION COMMITMENT.

1. <u>Highest Ethical Standards</u>
   The Company/Individual shall follow the highest ethical standards in all aspects of project implementation to prevent the occurrence of bribery and corrupt practices.

2. <u>Prohibition on Direct or Indirect Engagement in Bribery and Corruption</u>
   The Company/Individual shall not engage in any bribery or corrupt practices or any kind nor should they do business with any person or third party where the supplier knows or suspects the existence of any illegal, unethical or questionable practices. Prohibited practices include offering, gifting, or playing for an undue benefit or consideration of any kind.

3. <u>Take corrective steps if needed and disclose</u>
   If the Company/Individual discovers bribery or corrupt activities, it shall promptly take appropriate action to correct the problem and promptly notify the MRC of its actions.

By affixing the signature of their authorized representative below, the Parties declare to have received, read and understood the Project Code of Conduct. The Parties further agree to abide by its terms and conditions.

FOR THE Company/Individual

_____

By:

On _____ day of _____ 2021

CERTIFICATION: The undersigned, an authorized signer for the company, hereby certifies that the information provided herein, including that on any attached pages is true and correct to the best of his/ her knowledge.

Name and Title:………………………………………………………………………

Signature:……………………….……………… Date**:** …………………………...

Annex 1

SECTION 1 Specifications/features required for MRC Volunteer Member Management System (MRC VMMS)

Overview

Development of a module for the MRC intranet platform for internal information management of MRC volunteers and members that would be used by MRC Staff, volunteers, and members.

This module must contain the following features: -

System Dashboard (Landing/Homepage)

    a. Summary Dashboard for Volunteers
-         *i.* Summary of activities, active volunteers, overall hours etc *(based on specific access)*
-         ii. Data management features: -
  1. Report Generation
  2. Filter (based on require details for eg. Date/duration/personal details)
  3. Data import and export feature

    b. Summary dashboard for Members
-         i. Total Active Members (Valid Memberships)
-         ii. Data management features: -
  1. Report Generation
  2. Filter (based on require details for eg. Date/duration/personal details)
  3. Data import and Export Feature

Management of Profiles (Volunteer and Members)

    a. Profiles
- Creating and managing volunteer and member profiles.
- Feature to import existing volunteer/members and auto creation of profiles.
- Creation of profiles for individuals registering through MRC website. Data can be fetched via intranet API and should auto-create profiles once registration process is complete via the website after approval stage is completed.
- Once profile is approved volunteers and members must be able to manage their own profile using the email listed in the profile.
- User authentication based on this profile. User password reset feature for their provided email or to the mobile number.
- User profile management and history must be maintained at all times.

Essential Features of Volunteer and Member Profiles

Profiles of volunteers or members must contain the following information.

    a. Personal Information (Volunteer and Member)
- Details from MRC Volunteer/Member form (existing form will be provided)
- Photo of individual (Passport size)
- Contact/ Emergency Details
- Assigned MRC Unit
- Assigned a volunteer number (auto numbering)

        __Members Only: -__

- Membership details
    - Validity/expiry *(dependent on membership fee paid)*
    - Assign a membership number (auto numbering)

b. **MRC Related Details (Volunteers and Member)**
- Feature to Indicate MRC Induction package completion i.e.
    - *Signed consent form and ethics form (e-signature/consent form)*
    - *Completed mandated MRC Volunteer Orientation Session*

    Note: Profile to be active (ability to register events/activities) once orientation is completed.
- Feature to indicate active or non-active volunteer
    - If a volunteer does not register/participate in any event for 6 consecutive months, their profiles should be regarded as / labelled as inactive.
    - Members
        - Memberships are for a period of 1 calendar year (1st Jan to 31st Dec). Members must renew membership (by paying membership fee) for the next calendar year before the end of the present year. Otherwise, the membership status will change to "in-active" and this label should be represented on all lists.
        - Once membership is renewed profile status should change back to "active".
        - Members should be able to pay their membership payment via this application (Integrate with BML gateway)
- Manage trainings completed at MRC or RCRC Movement
    - Feature to record and list all MRC trainings completed
    - Feature to record list any RCRC movement trainings completed including trainings via IFRC E-learning Platform
    - Feature to upload E-certificates (Both MRC & RCRC)
    - Feature to include certification numbers and duration of certificate validity
    - Include a feature to notify certification expiry to volunteer and admin (i.e., assigned staff).
    - Indicate if volunteer is a MRC Training of Trainer (TOT)
- Experience and history at MRC
    - MRC Services or response events attended
        - Data can be fetched via time/event record data
        - Filter option based on priority area/event/year/date
    - If a Training of Trainer (TOT), feature to record
        - Trainings records (No. Trainings & Training Hours)
        - Filtering options based on date/year.
    - International Participations
    - MRC Awards / National Awards
- Other
    - Incident reports or actions taken.

c. Volunteer Time History
- Time Records
  - All the available volunteer time history must be available in this section. Data can be fetched via the Event/Activity data.
  - Auto calculation of total hours based on filters (eg. Events/ date/years) selected to be added.

Volunteer Time Management

This component of the module to be accessed via the MRC intranet platform for staff and publish in a separate domain for volunteer's access.

This component will be used for the effective time management of volunteers across all MRC Units and allow improved data recording. It will also allow volunteers to access their volunteer time records and sign up for activities.

This module requires features to allow volunteers and units/staff managing volunteers to: -
1. For volunteer,
   a. Register for MRC events / activity / services as volunteers
   b. Once registration is approved, volunteer can sign in / sign out (clock in & out) for event / activity on the date of the activity. User will click a button to sign in / sign out. System will have controls for time period before and after even when the user and sign in and sign out.
   c. If the user forgets to sign in for the event, user can send amend sign in request with the time.
   d. For each clock in and out event, or amendment request, there must be an approval process which assigned MRC staff will approve. Supervisor should be able to see the type of even at approval (filter)
2. If staff (specific user access),
   a. Can assign volunteers for MRC events / activity / services
   b. Feature to enter data manually (like the paper form of time management sheet (existing template will be provided).
   c. Feature to have an approval stage of entered data.
   d. Feature to edit recorded and approved data.

3. Events will be created by Unit staff/HQ staff for volunteers to sign up or can be assigned by staff. This will include emergencies events/services.
   a. Events/activities must have start and expiry dates.
   b. Must have event brief and details (Draft template will be provided)
   c. Feature to add label/tags to events highlighting specific MRC's strategic priority areas.

4. Feature to have an import feature of timesheet data of volunteers to specific events (for cases where data is managed manually). Specific user access levels.
5. All approved time/data entry must automatically be linked to respective volunteer profiles, volunteer time section.
6. Feature to export all available time data against specific filters (i.e., sex, age, unit). The summary of input to be displayed visually via live dashboard. An export feature of the data is required.

Notification Features

1. Auto e-mail or SMS notification once a profile is created.
2. Email notification to users (assigned staff, volunteer, and member) when changes are brought to volunteer or member profiles.
3. Approval notification for assign Unit/HQ staff: -
   a. Profiles
   b. Volunteer time management related
4. E-mail Notifications Feature
   a. Call for volunteer events / activities via the module. Link to event sign up to be shared in email.
   b. Custom e-mail based on features of volunteers. (i.e., filter out volunteers with specific trainings).
   c. Custom e-mail for members (Eg. re; membership validity or member related communications)
   d. Have a feature to email all (active/in-active members/volunteers) to be reached via email. Must have a filter feature to select active/non-active.

5. Bulk SMS Feature
   a. Call for Volunteer events / activities via the module. Link to event sign up to be shared in SMS.
   b. Custom messages based on features of volunteers. (i.e., filter out volunteers with specific trainings)
   c. Custom messages for members (eg. re; membership validity or member related communications)
   d. Have a feature to email all (active/in-active members/volunteers) to be reached via email. Must have a filter feature to select active/non-active
6. Feature to de-activate/opt out from notifications.

Access Management

Role based access to users

1. Access and managing features to assigned unit and HQ staff must be provided.
   a. Unit level staff to be able to view, managed assigned volunteers and members.
   b. Assigned HQ level staff to be able to see/manage all data on module.
2. Feature to provide access to volunteers and members to update their profile.
   a. Volunteers and members to be able to update basic information and MRC related details.
      ▪ Must have an approval stage for information to be updated.
   b. Volunteers to have access to check their volunteer hours.
      ▪ Must have filter features on dates/events/years.
   c. Members to have access to check their membership validity
3. Granular access control for other features in the system.
4. Unit based access control where access to data is granted on a per unit basis.

Integration with Website and Intranet

1. Member and volunteer profile data where applicable should be fetched from the website or intranet API. All data on the member and volunteer registration form will be available from the website.
2. Synchronize membership volunteer information with website and intranet.

Technology

1. **Application stack**
   PHP (Laravel) and MySQL for backend. JavaScript (including JS frameworks), CSS and standard HTML for frontend.
2. **Authentication**
   Authentication should allow token based authentication to allow mobile apps to authenticate for the system. (Mobile app will NOT be developed in the current assignment, it will be developed in a future assignment)
3. **Security**
   Work over a secure communication channel. Enforce strong passwords.
4. **API**
   API must be built with API-first approach having an extensive Rest-API to communicate with our other online systems
5. **UI/UX**
   Must follow latest standards.
6. **Web standards**
   Built on top of the most modern stable versions of web standard and technologies.

Other

- Selected party must provide flow diagram and get approval before starting the project.