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Date: September 30, 2015

## REQUEST FOR QUOTATION (RFQ)

### **The Development of an interactive website in partnership with Friedrich Ebert Foundation (FES) for the "Youth Monitor" project/ "مرصد: الشباب يُسائل ويُحاسب"**

MASAR is a Lebanese non-governmental organization that was founded in 2005 with the aim to contribute to national development processes and the advancement of society. Masar works in Development with a focus on youth, and it operates at two levels in parallel: the community level through the CYD "Community Youth Development" program and the policy level through advocating and applying the "National Youth Policy", which is operated in close collaboration with the "Youth Forum for Youth Policy". Masar works also on the rights of Palestinians in Lebanon with the aim to mitigate incorrect stereotypes against Palestinian refugees in Lebanon, and to improve their living conditions in Lebanon until they return to their homeland.

1. To enable you to submit a bid, please read the following attached documents carefully:
  - Instructions to Bidders Annex I
  - Terms of References (ToRs) Annex II
  - Price Schedule Form Annex III
2. The bid shall reach Masar association no later than October 16, 2015 at 4 p.m., Lebanon time. The bid shall be opened on October 19, 2015.
3. Quotes received after the indicated deadline shall not be accepted under any circumstances.
4. Any questions relating to the attached documents shall be addressed in writing following the instructions included in Annex I "Instructions to Bidders", for Clarifications of Solicitation Documents.

Yours sincerely,

Kamal Shayya  
Masar Association, President of the Board



## ANNEX I - INSTRUCTIONS TO BIDDERS

### A. Introduction

#### 1. General

This bid is open to all Applicants who have been working in the field of website development.

Applying parties should not have been engaged, directly or indirectly, in the preparation of any part of this RFQ document or Annexes.

### B. Solicitation Documents

#### 2. Masar association Bid Document

This RFQ document is posted at Masar association website and at daleel-madani website. Applicants are expected to examine all instructions, forms, specifications, terms and conditions contained in the RFQ solicitation documents issued by Masar association.

#### 3. Clarifications of Solicitation Document

A prospective applicant requiring any clarification on the RFQ may notify Ms. Rania Sabaayon, person in charge from Masar association ([info@masarlb.org](mailto:info@masarlb.org)); address: Hamra, Sourati street, Shartouni building, 7<sup>th</sup> floor; Tel: 01- 348411, in writing before the deadline for submission. Masar association shall respond to any request for clarification.

#### 4. Amendments of Masar association RFQ Document

At any time prior to the deadline for submission of proposals, Masar association may, for any reason whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFQ documents by amendment.

In order to give prospective bidders reasonable time to take the amendments into account in preparing their bids, Masar association, may at its discretion, extend the deadline for the submission of bids.

### C. Preparation of quotes

#### 5. Language of the quote

The quote prepared by the applicant and all correspondence and documents relating to the RFQ shall be written in English.

#### 6. RFA Currency and Fees

All fees shall be quoted in US dollars (US\$) - The applicant shall indicate on the appropriate Price Schedule the unit prices and total price of the services/ tasks s/he proposes to supply under the contract.



## **7. Validity of Quote**

The prices of the RFQ shall be valid for 90 days after the closing date of bid submission as specified by Masar association. A proposal valid for a shorter period will be rejected by MASAR as non-responsive. Masar association may solicit the applicant's consent for an extension of the period of validity under exceptional circumstances.

## **D. Submission of Quotes**

### **8. Documents Establishing Eligibility of Services and Conformity to RFQ Documents**

The documentary evidence of conformity of the goods and services to the RFQ documents may include the following documentation, to be completed and returned in the electronic formats to the designated email.

Failure to furnish all the information required for submission of a RFQ which does not substantially respond to the MASAR RFQ document in every respect shall be at the applicant's risk and may result in a rejection of the quote.

A quote shall consist of two parts: the technical or the outline and the financial quote, along with the CV or synopsis of the applicant party. The technical quote containing the technical specifications for services and the financial quote containing price information shall be submitted together to the following email address: [info@masarlb.org](mailto:info@masarlb.org)

### **9. Partial Bids**

Partial bids are NOT allowed under this RFQ. Masar reserves the right to select and accept a part or parts of any proposal.

### **10. Deadline for Submission of Quotes and Late Quotes**

Quotes must be delivered electronically to the above mentioned email on or before the date and time specified in this RFQ.

Masar association may, under special and exceptional circumstances, extend this deadline for the submission of the quotes and such changes shall be notified.

Any proposal received by Masar association after the deadline for submission of quotes shall be rejected. Masar shall not be legally responsible for quotes that arrive late due to the applicant's technical problems.

### **11. Modification and Withdrawal of Bids**

The applicant may withdraw its quote after submission, provided that written notice of the withdrawal is received by Masar prior to the deadline for submission. No quote may be modified after passing of the deadline for submission of quotes.

### **12. Storage of Quotes**

Proposals received prior to the deadline of submission and the time of opening shall be securely kept in a separate unopened in an electronic folder until the specified quote opening date stated in the Masar's RFQ solicitation document.



## **E. Quote Opening and Evaluation**

### **13. Quote Opening**

Masar association shall open all quotes in one session and in the presence of 3 witnesses. The applicants' names and submitted documents shall be announced at the opening of quotes.

The financial proposals are viewed after the technical evaluation has been made.

### **14. Clarification of Quotes**

To assist in the examination, evaluation and comparison of quotes, Masar association may ask applicants for clarification of their quotes. The request for clarification and the response shall be in writing by Masar and no change in price or substance of the proposal shall be sought, offered or permitted.

### **15. Preliminary Examination of Quotes**

Masar association shall examine the quotes to determine whether they are complete, whether any computational errors have been made, and whether the proposals are generally in order.

Prior to the detailed evaluation, Masar association will determine the substantial responsiveness of each quote to the RFQ in a preliminary examination. For purposes of these clauses, a substantially responsive quote is one that conforms to all the terms and conditions of the RFA without material deviations. Masar's determination of a quote's responsiveness is based on the contents of the bid itself without recourse to extrinsic evidence.

A bid determined as not substantially responsive will be rejected and may not subsequently be made responsive by the bidder by correction of the non-conformity.

Arithmetical errors shall be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Applicant does not accept the correction of errors, its proposal shall be rejected. If there is a discrepancy between words and figures, the amount in words shall prevail.

### **16. Evaluation of Quotes**

A two-stage procedure will be utilized in evaluating the proposals, with evaluation of the technical quote being completed prior to any financial quote being opened and compared. The evaluation is to be done in a committee formed of Masar staff and designated people from partner entities in the RFQ topic.

#### **17.1 Technical Evaluation**

The technical bid is evaluated on the basis of its responsiveness to the Terms of Reference shown in Annex II and the evaluation criteria.

#### **17.2 Financial Evaluation**

The financial bid will only be evaluated if the technical bid complies with the ToRs.



The financial bid is evaluated on the basis of its responsiveness to the Price Schedule Form (Annex III).

## **F. Award of Contract and Final Considerations**

### **17. Award of Contract**

Masar association shall award the contract to the applicants who obtain the highest consent by the evaluation committee.

### **18. Rejection of Bids and Annulments**

Masar association reserves the right to reject any quote if the applicant has previously failed to perform properly or complete on time in accordance with contracts or if the bidder from Masar's perspective is not in a position to perform the contract.

A bid that is rejected by Masar may not be made responsive by the bidder by correction of the non-conformity. A responsive bid is defined as one that conforms to all the terms and conditions of Masar's solicitation documents without material deviations. Masar association shall determine the responsiveness of each bid with the Masar's bid solicitation documents.

Masar association reserves the right to annul the solicitation process and reject all bids at any time prior to award of the contract without thereby incurring any liability to the affected bidder(s).

The bidders waive all rights to appeal against the decision made by Masar association.

### **19. Right to Vary Requirements at Time of Award**

Masar association reserves the right at the time of award of contract to vary the quantity of services/ tasks specified in the RFQ without any change in price or other terms and conditions.

### **20. Signing of the contract**

Masar association shall send the successful applicant the contract, which constitutes the Notification of Award. The successful applicant shall sign and date the contract, and return it to Masar association within five calendar days of receipt of the contract. After receipt of the Contract, the successful applicant shall deliver the services in accordance with the delivery schedule outlined in the bid.

### **21. Payment Provisions**

Masar association's policy is to pay for the performance of contractual services rendered or to effect payment upon the achievement of specific milestones described in the contract. Masar's policy is not to grant advance payments except in unusual situations where the potential contractor specifies in the bid that there are special circumstances warranting an advance payment.

## ANNEX II: Terms of Reference (TOR)



### The Development of an interactive website in partnership with Friedrich Ebert Foundation (FES) for the “Youth Monitor” project/ "مرصد: الشباب يُسائل ويُحاسب"

#### Introduction and Objective

The objective of this call is to develop a web portal for the “Youth Monitor” study in Arabic that would enable the strengthening of political accountability in the country. The first phase of “Youth Monitor” project, implemented in partnership with Friedrich Ebert Foundation (FES) resulted in having a study based on 65 one on one interviews held with 65 candidates for the Parliamentary elections that was supposed to take place in June 2013. The questionnaire in the study focused on 10 sectors that affect citizens’ lives, including youth. The study was printed and launched at the Parliament in May 2015. The study aimed at allowing citizens to be informed of the opinion of candidates on various issues before voting takes place.

The current study can be accessed on:

<http://www.masarlb.org/index.php/masar/100-marsad>

To ensure the sustainability of the project, Masar and FES decided to develop a website that could have a wider outreach.

#### Website Target Audience

The targets of the portal are both general Lebanese citizens and Lebanese Parliamentary candidate individuals.

#### Scope of work

The Bidder shall be responsible for the design, development and implementation of the website based on globally acceptable standards and best practices as per the following features:

##### General Website features

1. Web-based solution accessible anywhere and anytime.
2. Access control (4 level of access control – anonymous, registered user, registered candidate, and administrator).
3. Arabic only Support.
4. Adaptive and Responsive design to support tablet and smart phones (2 layouts).
5. Clear and easy layout and navigation.
6. Innovative way of displaying information to users including but not limited to:

- a. Showing statistics
- b. Useful charts
- c. Wall like chronological event listing
7. Global notifications system informing users of new events within the system (to be relayed via email – supporting html and rich content).
8. Implement pages referring to:
  - a. Frequently Asked Questions (FAQ)
  - b. About
  - c. Other general info pages
9. Social network integration for easy login and signup.
10. Include existing “Youth Monitor” study results in the website.

### **General Citizen Features**

1. User signup with complete user information (including but not limited to: full name, address, age, etc...)
2. User profile management
3. View and Browse general posted announcements and information.
4. Browse / search candidates based on different criteria (including but not limited to: candidate name, candidate region, political party, etc...)
5. View questionnaires filled by candidates with the ability to interact and comment on it.
6. View & Use general message board for commenting and chatting about different topics.
7. Live and informative Dashboard on landing page.

### **Candidates Features**

1. Candidate signup with complete candidate information (including but not limited to: full name, region, political party, etc...)
2. Fill candidate questionnaire.
3. Interact, comment and reply to users on questionnaire.
4. Interact, comment and reply to users on message board.

### **Administrator Features**

1. Validate and moderate all user- generated data on the website.
2. Questionnaire management (ability to manipulate the questions live on the server and addition/removal of items on the questionnaire).
3. Website Announcements and General Information management.
4. General user management (user and candidate profiles).

### **System Requirements**

1. Easy to use website navigation.
2. Responsive design fitting desktop, tablets and smart phones.
3. Compatible with all HTML5 browsers.
4. Compatible with Windows/MacOS/Android/iOS/Windows Phone.



## Responsibilities

The Bidder is responsible for:

1. Proposing the full website design (including layout, and colors).
2. Implementing the website.
3. Full testing of the website.
4. Deploying the website on the staging server.
5. Giving needed trainings to Masar association staff to operate and manage the website
6. Bidder is required to provide warranty conditions in addition to O&M terms and conditions for the period following the delivery of the website.
7. Bidder shall provide detail breakdown of cost for licenses required to run the system and any related additional expenses.
8. Bidder should clarify their choice of technology to be used on frontend and backend levels.
9. Hardware requirement shall be clearly mentioned for independent purchase as needed.



**ANNEX III: Price Schedule Form**

#	Service: (including tasks' breakdown)	Unit	Unit Price/ Fee	Quantity	Total Price/ Fee
1					
2					
3					
4					
5					
6					
7					
8	...				
	<b>Grand Total</b>				