

Request for Proposal

For Website development

FOR

DANISH REFUGEE COUNCIL (LEBANON)

Request for proposal (RFP) BEY/20/008	
Name of the organization	Danish Refugee Council
Date of issue	26 August 2020
Last date and time for receipts of bids	9 th of September 2020 at 14:00
Address for the submission of proposals	By email at: LBN-Procurement-RFP@drc.ngo
Address for queries	By email at: LBN-Procurement-RFP@drc.ngo

The Danish Refugee Council assists refugees and internally displaced persons across the globe: we provide emergency aid, fight for their rights, and strengthen their opportunity for a brighter future. We work in conflict-affected areas, along the displacement routes, and in the countries where refugees settle. In cooperation with local communities, we strive for responsible and sustainable solutions. We work toward successful integration and whenever possible – for the fulfillment of the wish to return home.

The Danish Refugee Council was founded in Denmark in 1956, and has since grown to become an international humanitarian organization with more than 7,000 staff and 8,000 volunteers. Our vision is a dignified life for all displaced.

All of our efforts are based on our value compass: humanity, respect, independence and neutrality, participation, and honesty and transparency.

Operating since 2004 in Lebanon, DRC has addressed the needs and rights of vulnerable populations, working initially with Palestinian refugees (since 2004), Iraqi refugees (2007-2010), Lebanese IDPs (during the 2006 conflict), migrant domestic workers (since 2009) and, since 2011, responding to the Syrian refugee crisis.

DRC Lebanon is currently delivering programming in protection, housing, infrastructure, basic assistance, livelihoods, and community development interventions. This myriad programming seeks to address the immediate needs of displaced populations and concurrently support vulnerable host populations. DRC has five offices spread throughout Lebanon in, Beirut, the Bekaa, Saida, Tripoli and Qobayat.

For further information about DRC, please refer to our website: www.drc.dk

About the consultancy

The Danish Refugee Council and the Danish Demining Group (DRC/DDG) in Lebanon, is seeking a qualified service provider to design and develop a website for the Referral Information Management System (RIMS).

Objective:

The website will be designed and developed to:

- Support instant access for partners to **support materials** such as the RIMS user's manual, FAQs and videos about RIMS usage.
- Share **key updates** on RIMS.
- Provide **humanitarian stakeholders** access to **evidence-based analytical reports** produced by the RIMS team and with recommendations to improve the efficiency and accountability of referral pathways and access to services
- **Introduce RIMS** to humanitarian stakeholders and donors within and beyond Lebanon, by displaying a video about RIMS, and sharing key information about the System, its features, its governance structure and its partners.

- Highlight the **importance of accountability/efficiency of the humanitarian response** and access to multi-sector services for a holistic response to multitude of needs (key messages of RIMS to be highlighted)

The website will have its own domain name and will be accessed through the internet. DRC will buy the domain name prior to your consultancy. During your consultancy, you will be working and coordinating with DRC's Advocacy and Communications Specialist, who will provide you feedback and guidance during the design and development process in collaboration with the RIMS Team.

Deliverables:

- A fully developed, simple and user-friendly website
- A brief training to the DRC Teams on content-management of the website
- A plan for the provision of technical support following the launch of the website and for a year

Your duties and responsibilities include:

Overview:

The work will be undertaken under the supervision of the Advocacy and Communications Specialist and in collaboration with the RIMS Team and the DRC Information Management team. The web designer/developer's main tasks will be to propose, design, develop and implement all elements of the website.

- The consultant is expected to design and develop a website in close coordination with DRC, and in line with DRC requirements along with the needed maintenance and security updates for 2020 and 2021.
- The consultant will conduct a detailed assessment to understand DRC and users' needs and identify corresponding user interface requirements, workflows and functionalities.
- The Consultant will share detailed contents for website development for DRC's review, such as sample web pages designs, detailed technical narrative proposal including hardware and software requirement
- Create wireframes, storyboards and prototypes to propose options for implementation
- Develop corresponding user interface components (web templates, style sheets, scripts, images, videos)
- The Consultant will submit a detailed financial proposal with budget breakdown (Website design, development, hosting, security certificate, etc)
- The Consultant will develop a work plan based on the initial assessment and understanding of DRC needs
- DRC will develop all narrative that must appear on the website
- The Consultant shall implement the work plan in a timely manner and involve DRC in reviews at previously agreed phases of the process

- The Consultant shall provide training manuals (with snapshots) for updating each section/page of the website.
- The Consultant shall provide support and training of appointed DRC staff in management of the website.

Website Requirements:

- Website should be built using Umbraco Content Management System (<https://umbraco.com>) or Word Press, to enable DRC teams to easily update the content of the website without the need of programming.
- Cross browsing compatibility: the website must be able to work on all kinds of web browsers (Firefox, Chrome, Safari, etc).
- Website design should be responsive.
- Website should be secure and have an SSL certificate.
- All content of the website must be indexed and searchable and the returning result must highlight the keywords and remove duplicated results.
- Common theme and consistent design across the website.
- Pages should load quickly
- The service provider will maintain a full backup of the web site through the duration of the contract. Full handover of the source code of the website and the Content management system to DRC after the completion of the development.
- DRC will be given access as admin to the CMS.
- Adherence to the WCAG 2.1AA accessibility standards and associated best practice (Visual and physical disability considerations).
- Website will be in English only.
- Adherence to DRC's and RIMS' branding guidelines.

Website hosting and maintenance:

- Service provider will be required to suggest options for hosting services and will transfer the website to specified web server after completion of development.
- In case of any technical faults that occur on the website, service provider will recover the website from the backup.
- Daily Automated backup.
- Service provider will provide maintenance and technical support (2020-2021) for the website, as per the details below:
 - o Troubleshooting
 - o Technical Assistance: In case Website needs to be moved from one server to another, any patch up-gradation on CMS and server etc.
 - o Remote support for assistance in changing/editing/modifying modules, webpage via call or emails (if at all required).
 - o Bug fixes

The cost of this maintenance per year should be included in the proposal, in addition to the development of the website.

About the website:

The website allows easy and safe access to all stockholders (Donors, users, interested Individuals and I/NGO ...) in order to:

- Allow users and to access support material (Demo, user manuals, videos about usage of RIMS and more).
- Introduce RIMS for the interested stakeholders (how it works, why we use it, benefits of RIMS, before and after using RIMS ...).
- Encourage potential partners to join
- Encourage potential donors to fund RIMS
- Allow partners and other stakeholders to review reports, dashboards, statistics
- Provide stakeholders with analysis and statistics that can help in identifying gaps in referrals, services, areas of interventions and more
- Reflect the added value of RIMS in improving the referral pathway and improve the organization structure of referrals
- Allow stakeholders to be knowledgeable about RIMS partners and the results of the meetings, training, discussion
- To provide the users with all changes or improvements that may occur by the IM team, which is based on DRC and DRC's partner's recommendations.

Timeframe for Outputs/Deliverables: end of December 2020

A work plan with exact timeframes associated to deliverables should be submitted by the Consultant.

Experience and technical competencies:

- Excellent level of written and spoken proficiency in English and Arabic languages;
- Demonstrable experience in developing similar products , if possible for programs related to the humanitarian sector;
- Portfolio and reference to previous work;

Languages:

Full proficiency in spoken and written English and Arabic.

Key stakeholders: (internal and external)

- DRC programme teams.
- Humanitarian actors and stakeholders (organisations, coordination structures, donors)

Location: Based on the above timeframe for outputs and deliverables table, the consultant will be working remotely.

To Apply:

Interested applicants / firms should submit the following:

Complete / sign the **Administrative documents:**

- Supplier Registration form to be filled and signed
- Code of conduct to be signed

The **technical proposal** must include:

- Detailed CV
- Relevant experience
- Confirmation on the availability corresponding to the list of deliverables stated above.
- Relevant feedback / references from previous clients
- Sample of previous work (Demonstrated work in CMS sites)
- Timeline of delivery
- Work plan approach, project development methodologies.

The **financial proposal** must specify the following:

The costs for the services requested in the deliverables, it could be per phase, per month, etc...

- Costs for both website development and any other costs including website development, security certificate, hosting services etc.
- Specify the payment terms / modality. DRC is able to pay via checks or fresh money transfers from outside Lebanon.

The Costs should be provided in **USD**.

The Consultant shall be wholly responsible for all taxes, national insurance or other contributions which are or may be payable out of, or as a result of the receipt of, any fees or other monies paid or payable in connection with this Agreement. The Consultant shall accordingly indemnify and hold DRC harmless against all taxes (including VAT), national insurance or other contributions, costs, claims, penalties, interest, expenses or proceedings arising out of or in connection with such taxes and contributions.

The Consultant should notify DRC of his/her registration for V.A.T. and provides V.A.T. invoices in respect of the Consultancy Services, if applicable.

Instructions for Submission of Bid

There are two methods for submitting bids:

- **By Email:** Email submissions will be accepted and must be sent to the following address: LBN-Procurement-RFP@drc.ngo, quoting, RFP# BEY/2020/008, in the Subject line. RFPs must be received in the email inbox by the closing deadline.

Or

- **Hard Copy:** One original copy of your proposal in a sealed envelope clearly marked with **RFP# BEY/2020/008 and the Consultant name**. The sealed envelope must be deposited into the DRC Tender Box to the address below *before the RFP Closing Date and Time*.

Paragon Building, 3rd Floor, above Body Garage gym, Alfred Naccache Street, Achrafieh, Beirut, Lebanon.

It is the bidder's responsibility to ensure that the sealed envelope is deposited into the Tender Box. (Due to the lockdown, bidders interested in submitting sealed envelopes shall inform the supply chain department via the above email address before submission to assign personnel to receive the bid)

The closing date for the submission of proposals is on the **9th September 2020, at 14:00 (local Beirut time)**.

Any bids received past the deadline will be disqualified.

All related questions should only be addressed to: **LBN-Procurement-RFP@drc.ngo**.

Bids submitted by mail or courier are done so at the bidder's risk and DRC takes no responsibility for the receipt of such bids. It is the bidder's responsibility to make sure the bids are sent to the right email address during the valid timeframe of receipt.

All bids received in pencil will be disqualified.

Validity of Offer

Your bid must be valid for a minimum of 30 days from the date of the RFP closing date. Bids not meeting the Bid Validity Period may be disqualified. DRC will attempt to notify all suppliers of the outcome of their proposals as soon as possible after evaluation.

Evaluation of Bids

All Bids received and accepted will be evaluated on a 'line item' basis as follows:

a) Administrative Evaluation: Evaluated to ensure compliance with all the RFP requirements and to ensure that all Bids and calculations are readable and acceptable and includes:

- *Signed Code of Conduct*
- *Supplier profile registration form*

b) Technical Evaluation: All Bids received will undergo a Technical Evaluation based on 'cumulative bid score' as stated below:

Generic Technical compliance:

- Technical/Finance proportion 70/30
- Minimum passing technical score 40

The technical criteria for this RFP and their weighting in the technical evaluation are:

Technical Criteria #	Technical Criteria	Technical Weighting
1	Technical experience in developing and designing a simple and user-friendly website in a short timeframe	20
2	Capacity for technical troubleshooting and support after the launch of the website	20
3	Experience in conducting training to non-technical people on how to use the website and upload content	20
4	Previous experience working with INGOs	10
Financial		
Financial proposal / quotation		30

*Out of the maximum 70 points that can be given for the Technical evaluation, bidders must obtain a minimum score of at least 40 in order to proceed to the financial evaluation. Only then will the financial offer be evaluated and reviewed against the technical offer.

c) Bids that comply with the requested items, specifications, and delivery conditions will be classed as 'responsive' (acceptable). Only Bids classed as 'responsive' (acceptable) will progress onto the 'Financial Evaluation' and will be shortlisted. 'Non-responsive' bids (not-acceptable Bids) will no longer be under consideration at this stage.

d) Financial Evaluation: All 'Responsive' Bids will undergo a Financial Evaluation based on proportion 70/30 where 30 is the weighted percentage of price offer.

Note: Shortlisted suppliers complying the technical and financial requirements may be asked for an interview with the responsible manager and supply chain.

Contract Award

Under the 'best value for money' principle, DRC will award the contract(s) (DRC Purchase Requisition or Service Contract) to the 'lowest responsive bid' except where other considerations are warranted. These other considerations can be – total cost of ownership; cost of on-going consumables; price vs warranty; quality vs price.

RFP Enquires

All enquires and questions should be addressed to the email given in the RFP Detail's section! All Q&A's will be shared with all invited suppliers.

Under DRC's Anticorruption Policy, Bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. DRC will reject a Bid if it determines that the Bidder recommended for award, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.

Sincerely,

Supply Chain Department

August 2020