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## **INTERNATIONAL FOUNDATION FOR ELECTORAL SYSTEMS**

**(IFES)**

### **Request for Proposals for Voter Education Mobile App in Kosovo**

**RFP/17/001**

**June 2, 2017**

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## 1 INTRODUCTION

### 1.1 Purpose

The purpose of this Request for Proposals (RFP) is to invite prospective organizations, businesses, and individuals (hereinafter referred to as “entity”) to submit a response for the development of a voter education mobile app in Kosovo. The solicitation provides prospective contractors with the relevant operational and performance requirements.

### 1.2 Coverage & Participation

IFES reserves the right to reject any and all offers, to add, delete or modify any element of the solicitation at any time without prior notification and without any liability or obligation of any kind. This RFP does not obligate IFES to enter into a contract nor does it obligate IFES to pay any costs incurred in the preparation of submission of any Response.

### 1.3 Zero Tolerance for Fraud

IFES has zero tolerance for fraud. Fraud is any act or omission that intentionally misleads, or attempts to mislead, to obtain a benefit or to avoid an obligation. If you have concerns about potential fraud in any way related to IFES projects, contracts, or activities, please contact IFES’ Compliance Hotline at [compliance@ifes.org](mailto:compliance@ifes.org) or at +1 202-350-6791.

## 2 GENERAL INFORMATION

### 2.1 The Organization

IFES is an independent, non-governmental organization providing professional support to electoral democracy. IFES supports citizens’ rights to participate in free and fair elections. Our independent expertise strengthens electoral systems and builds local capacity to deliver sustainable solutions.

As the global leader in democracy promotion, we advance good governance and democratic rights by:

- Providing technical assistance to election officials
- Empowering the underrepresented to participate in the political process
- Applying field-based research to improve the electoral cycle

Since 1987, IFES has worked in over 145 countries – from developing democracies, to mature democracies.

### 2.2 Schedule of Events

The following, tentative schedule will apply to this solicitation. The dates may change in accordance with IFES’ needs or unforeseen circumstances. IFES will communicate changes to the schedule.

- Issuance of RFP June 2, 2017
- Technical Questions/Inquiries Due June 12, 2017 at 5:00 PM Kosovo time
- Answers/Addenda from IFES June 15, 2017
- RFP Closes June 22, 2017 at 8:00PM Kosovo time

### 3 PROPOSAL PREPARATION INSTRUCTIONS

#### 3.1 Prospective Contractors' Understanding of the Solicitation

Prospective contractors are responsible for understanding the solicitation in its entirety and each of its elements, and should make inquiries to IFES as necessary to ensure such understanding. IFES reserves the right to disqualify any prospective contractor that it determines, at its sole discretion, does not understand the solicitation or any of its elements. Such disqualification shall be at no fault, cost, or liability whatsoever to IFES.

#### 3.2 Information from IFES

All information provided by IFES in this solicitation is subject to change at any time. IFES makes no certification as to the accuracy of any item, and is not responsible or liable for any use of or reliance on the information or for any claims asserted therefrom.

#### 3.3 Communication

All communications related to the RFP must be in writing. Verbal communication shall not be effective unless formally confirmed in writing by the procurement official listed in 3.3.1. In no case shall verbal communication govern over written communication.

- 3.3.1 Point of Contact:** The sole point of contact for all communication related to this solicitation is listed below.

Ms. Brikena Avdyli  
bavdyli@ifes.org

- 3.3.2 Notice of Intention:** Prospective contractors that are interested in responding to this solicitation are encouraged to notify IFES of their interest in the RFP as soon as possible by completing and submitting the Notice of Intention herewith attached as Schedule A. However, the Notice of Intention is not mandatory and is not a prerequisite to submitting a Response.

- 3.3.3 Formal Communications** shall include, but are not limited to the following:

- Questions concerning this solicitation must be submitted in writing to the point contact identified in 3.3.1.
- Errors and omissions in this solicitation, as well as enhancements. Prospective contractors should notify IFES of any discrepancies, errors, or omissions that may

exist within this solicitation. Prospective contractors should recommend to IFES any enhancements to the work described in the solicitation which might be in IFES' best interests.

- Inquiries about technical interpretations must be submitted in writing to the point contact identified in 3.3.1.

**3.3.4 Addenda:** IFES will make a good-faith effort to provide a written response to the questions or requests for clarifications in the form of written responses or addenda in accordance with the *Schedule of Events in 2.2*.

### 3.4 Proposal Submission

It is mandatory for prospective contractors to send proposals on company letterhead with company contact name and address in electronic copy via e-mail to the individual listed in 3.3.1 on or prior to the closing date and time shown in the *Schedule of Events in 2.2*. The email submission should have "RFP-17-001" and the service provider's name in the subject line.

### 3.5 Criteria for Selection

The evaluation of each Response to this solicitation will be based on the criteria outlined below. The purpose of this solicitation is to identify responsible, prospective contractors that have the interest, capability, and financial strength to supply IFES with the product and/or service identified in the Scope of Work.

#### Evaluation Criteria:

- 1. Technical proposal** **35 points**

The offer should outline a comprehensive, technical overview, including the extent to which it provides effective solutions for the services required: developing voter education application. Technical proposals must include the following clear, complete and comprehensive components:

  - a. implementation methodology for developing the mobile app;
  - b. design samples for the mobile app;
  - c. approach for app maintenance, quality assurance, as well as bugs and risk mitigation; and
  - d. approach for sustainability and technical support.
- 2. Price** **25 points**

The total cost must be reasonable and show efficient use of resources, and additional costs, if any, must be clearly identified. Bidders must provide a detailed, itemized budget without Value Added Tax (VAT), as IFES is exempt from tax obligations under an agreement between USAID and the Government of Kosovo. Offers will be compared amongst bidders who meet the technical requirements.

**3. Capacity and relevant past performance 20 points**

IFES will consider the vendor’s experience in the implementation of similar projects in the past. Bidders must submit:

- a. documentation of vendor’s experience in developing similar mobile apps, especially in developing apps in Albanian, Serbian, and English;
- b. references from at least 3 organizations for whom the vendor has implemented similar projects; and
- c. CVs of the key personnel that will manage the project, and the technical staff that will be engaged in developing the voter education mobile app.

**4. Delivery 20 points**

Vendor’s capacity to implement the project, meet the deliverable timeline, and deliver all services and final products no later than August 22, 2017.

**3.6 Selection and Notification**

IFES will evaluate Responses to identify responsible contractors and responsive offers. Finalists will be selected to move into the negotiation phase of this process. Written notification will be sent to finalists via email.

**4 SCOPE OF WORK**

IFES invites organizations, businesses, and individuals to offer their services for the development of the voter education mobile app. The app will be an easy accessible platform that will provide all election related information to voters and stakeholders. Target audience is citizens of all backgrounds.

**4.1 Voter Education Mobile App Features**

The mobile app will contain the following features, which will be linked to different existing platforms and will have its own Content Management System (CMS) through which certain features (listed below) will be updated.

No.	Feature	Description
1	General information about elections	Text will be provided
2	Information about how to get engaged in elections	Text will be provided, and the vendor should provide some infographics Also, to be linked with a ASP.NET based platform
3	Information about where to vote	To be linked with a ASP.NET based platform There should also be a link that opens a browser to the “Change polling station” segment of the CEC website
4	Information about voters with disabilities	Text will be provided, and the vendor should provide some infographics
5	List of candidates	Files will be uploaded through CMS
6	Sample ballot	Files will be uploaded through CMS

7	Motivational messages	To be linked with Youtube, the CEC webpage, and have the option to upload files through CMS
8	Calendar	To be linked with the CEC website calendar
9	Notifications	Regular customized notifications to be sent from the app to the user's phone. Include countdown to elections.
10	Information about how to make an election complaint	Text will be provided, and the vendor should provide some infographics
11	Information about voter turnout	To be linked with a ASP.NET based platform
12	Election violations	To be linked with a UShahidi based platform
13	Election results	To be linked with a ASP.NET based platform

All existing platforms are hosted at the Central Election Commission.

#### 4.2 Voter Education Mobile App Technical Specifications

The mobile app should be downloaded once, free of charge, and must not have running cost for users or the CEC and ECAP.

1. The voter education mobile app should incorporate the following design concepts:

- a. Be responsive to different device sizes.
- b. Be compatible with following operating systems: iOS (7 and above), Android (4.0 and above), and Windows Mobile (6 or above).
- c. Be adaptable to different screen resolutions, including tablets.
- d. Have primary display orientation in portrait.
- e. Function in three languages: Albanian, Serbian, and English.
- f. Be accessible to users with disabilities. Specifically, ensure user customization of font size, magnification, and color schemes (focus on high contrast).
- g. Follow the color and design concepts of CEC and ECAP websites.
- h. Be easy to use and navigate by end users, as well as easy to administer.

2. The mobile app should incorporate the following functions:

- a. Enable/disable features listed in 4.1. and all the platforms integrated within the app.
- b. Be linked with three types of platforms: PHP, MySQL and .NET. The app should take the content/information from these platforms, and should incorporate it with the functions and designs of the app, API.
- c. Have social media integration with Facebook, Twitter, and Instagram.
- d. Provide location services, through mobile GPS or network location, from user's current location to the polling centers in the area.
- e. Allow for regular customized notifications to be sent from the app to the user's phone. The notifications should include countdown to elections. The countdown should also appear in the header.

- f. Include the ability to upload scanned documents, in formats that include, but are not limited to .jpeg , .png, .pdf and .doc. These can only be uploaded or deleted by the data entry officers or administrator.

3. The vendor is expected to develop a content management system in the three languages that would have, at least, the following functions:

- a. Provide user profiles that could include, but are not limited to: a) system administrators – to maintain the app, and b) data entry officers – to enter data into the app. There will be no user profiles at the front-end.
- b. Have the ability to amend and update existing posts and post new information/notifications.
- c. Incorporate a search engine for the features and data within the app.
- d. Allow for a Daily/Weekly/Monthly backup scheme, where upon request by the administrators the backup can begin. The app should also be able to be programmed for an automatic backup schedule.
- e. Incorporate analytics into mobile app, to track and identify users experience and actions. It should have regular analytics, reports, vital statistics, and analysis.
- f. Be easily customizable and easy to administer.
- g. Use flash contents so that home page should be loaded quickly.

4. During the mobile app development and support period, conduct stability and functional trials that would involve, at least, the following tasks:

- a. Develop a plan for progressive testing and reporting during the development of all mobile app elements, integrating developer and user testing. Continuously review the functionality, stability, security and efficiency of each app component and the effective integration of all app components, reporting on results and addressing any system bugs or omissions found. The testing schedule is to be sent to IFES in due time, and IFES is to be included throughout all testing.
- b. Participate in final acceptance tests on completed app components.

IFES must be consulted throughout the whole process, from the design of the mobile app to development and testing. The mobile app will be subject to approval by IFES before final acceptance.

### 4.3 Current Infrastructure

The Central Election Commission has its own functional infrastructure, including computers, software, and network. The table below contains the specifications and relevant information about the server that will host the voter education mobile app.

<b>SERVER 1 – Information about the server</b>	
<b>Operational System</b>	Windows Server 2008 R2 Enterprise 64-bit (6.1, Build 7601) Service Pack 1 (7601.win7sp1_gdr.140303-2144)
<b>Server Model</b>	IBM System x3550 M4 Server
<b>Processor</b>	Intel(R) Xeon(R) CPU E5-2630 0 @ 2.30GHz (24 CPUs), ~2.3GHz



<b>RAM Memory</b>	16.0 Gb
<b>Network</b>	Gigabyte

The operating system of the servers is Microsoft Windows Server 2008 R2, whereas RDBMS is Microsoft SQL server 2008 R2. The CEC has the license to use the above mentioned versions. This information should guide potential vendors in determining the technology to develop the app, but not limit them in specific technology or versions. Vendors must keep in mind the technologies used in the application that will have interfaces to the Voter Education Mobile App when developing.

## 5 FUNCTIONAL REQUIREMENTS

**The vendor is expected to deliver the following products/services:**

- A. Functional Requirement and App Design Documentation
- B. Voter Education Mobile App
- C. Progressive Mobile App trial and dry-run reports
- D. Trainings of administrators
- E. App documentation in Albanian
- F. User Manual in Albanian
- G. Source codes of the app
- H. Support IFES in uploading the app in their Apple, Google, and Windows Mobile App Store accounts.
- I. Product warranty for 12 months following final mobile app acceptance by IFES

### **Warranty and Maintenance:**

The Vendor will ensure technical support for a period of 12 months after the delivery and final acceptance of the app. Support must cover in full, at the Vendor's cost, the app, and should include but not limited to software patches, operational guidance, installation, commissioning, and corrections needed on the system to ensure its full functionality and compliance with the requirements. Services must be provided in the three required languages.

Technical Support is required to be provided expeditiously: Contact and availability of technical support will be guaranteed throughout working hours daily. Technical support should ensure response and logging of the issue within 12 hours (Unless during an election period where the response time should be immediate). The Support Center must have sufficient capacity, personnel and equipment, to diagnose and rapidly repair/replace any faulty item within a period of 24 hours (Unless during an election period where the response time should be immediate). It is the responsibility of the Vendor to ensure at all times enough resources are available to provide effectively such service.

### **Licenses, Source Codes and Intellectual Property:**

The Vendor shall assign property of all Source Code, and licenses (free, perpetual and unrestricted licenses) and all intellectual rights to IFES. There shall be no time or usage limitation on third party products or libraries the Vendor chooses to employ, IFES should not be subject to any license costs. Provision of licenses and sources codes must guarantee that the IFES is able to ensure independent

maintenance and updating/modification of the app and web platform in the future. This includes the right of IFES to have a third party modify the software free from license or usage constraints from the Vendor or any product or library the Vendor has chosen to employ. IFES shall not be subject to any future additional costs related to the use, maintenance or extension of the app.

### **5.1 Timeline**

Prospective contractors must submit a timeline in the Response showing the time required to produce and consolidate the development of the voter education app. IFES expects the voter education app to be delivered on or about August 22, 2017.

### **5.2 Geographic Code**

IFES' project in Kosovo is funded by United States Agency for International Development (USAID) under Source and Nationality (S/N) Geographic Code 937 (please refer to [22 CFR 228.03](#) for more information). A waiver request may apply to certain offers. If IFES determines a waiver would be necessary, the estimated time required to obtain the waiver will be considered within the "Timeline" in the Evaluation Criteria. IFES encourages all prospective contractors to consider products that fall under S/N Geographic Code 937 whenever possible.

### **5.3 License, Clearance and Approvals**

The prospective contractor will include in the timeline any time needed to obtain any licenses, clearances, and/or approvals required under local legal requirements to produce or deliver the products and/or services described in the Scope of Work. No components used in the development of the app or web platform should result in infringement of copyrights.

## **6 QUALIFICATIONS & REFERENCES**

Prospective contractors must provide the following information for their Response to be considered:

1. A brief outline of the company and services offered, including:
  - Full legal name and address of the company/organization/individual
  - Corporate and tax Registration Documents for businesses/organizations
  - Year business/organization was started or established
  - Full name of the legal representative (president or managing director) of the company/organization
  - Name of any individuals or entities that own 50% or more of the company for businesses
2. Evidence of successful completion of a project of a similar size and complexity.
3. References: Contact information for no less than three references from projects similar in size, application, and scope and a brief description of their implementation (including location and year). IFES reserves the right to request and check additional references.

4. Businesses and organizations must be legally registered under the laws of the country in which they are organized and possess all licenses, permits and government approvals necessary for performance of the Scope of Work.
5. A certification signed by an officer or authorized representative that the prospective contractor has sufficient financial, technical and managerial resources and facilities to complete the Scope of Work.

**7 PRICING**

Prospective contractors must complete the following cost breakdown for the implementation of their solution for IFES’ project as described in this solicitation. Prospective contractors must agree to keep these prices valid for a minimum of 90 calendar days.

Pricing must be in Euros (EUR). Unit prices are required and in the case of discrepancies between unit prices and the total price, the unit price will be taken as reference basis in the evaluation. Technical specifications must be shown for each item.

No.	Item Description	Technical Specifications	QTY	Unit	Unit Price EUR	Total Price EUR
1.						
2.						
3.						
4.						
5.	Subtotal					
6.						
7.						
8.						
9.						
10.	Subtotal					
11.						
12.						
13.						
14.						
15.	Subtotal					
Total					EUR	
Grand Total					EUR	

## **8 ADDITIONAL TERMS & CONDITIONS**

### **8.1 Non-Disclosure Agreement**

IFES reserves the right to require the prospective contractor to enter into a non-disclosure agreement.

### **8.2 No Collusion**

Collusion is strictly prohibited. Collusion is defined as an agreement or compact, written or oral, between two or more parties with the goal of limiting fair and open competition by deceiving, misleading, or defrauding a third party.

### **8.3 Companies Owned or Controlled by Government**

The prospective contractor must disclose in writing with its Response if a government, its agents, or agencies, have an ownership or managerial interest in the company. Failure to disclose a government ownership or managerial interest in the company will result in the prospective contractor's offer being removed from consideration.

### **8.4 Subcontracting**

No subcontracting is allowed under this solicitation.

### **8.5 Costs**

The solicitation does not obligate IFES to pay for any costs, of any kind whatsoever, which may be incurred by a prospective contractor or third parties, in connection with the Response.

### **8.6 Intellectual Property**

Prospective contractors may not use any intellectual property of IFES including, but not limited to, all logos, trademarks, or trade names of IFES, at any time without the prior written approval of IFES.

### **8.7 Prospective Contractors' Responses**

All accepted Responses shall become the property of IFES and will not be returned. During the review process, additional information may be requested. The applicant will be asked to present the requested information within 24 hours of the request.

### **8.8 Partial Awarding**

IFES reserves the right to accept all or part of the Response when awarding a contract.

**8.9 No Liability**

IFES reserve the right to accept or reject any Response or to stop the procurement process at any time, without assigning any reason or liability. IFES shall not be liable to any prospective contractor, person, or entity for any losses, expenses, costs, claims, or damages of any kind.

**8.10 Entire Solicitation**

This solicitation, any addenda to it, and any attached schedules, constitute the entire solicitation.

**9 Prospective Contractor Certification**

This certification attests to the prospective contractor’s awareness and agreement to the content of this solicitation and all accompanying schedules and provisions contained herein.

The prospective contractor must ensure that the following certificate is duly completed and correctly executed by an authorized officer.

This Response is submitted in response to RFP/17/001 issued by IFES. The undersigned is a duly authorized officer, hereby certifies that:

\_\_\_\_\_ (Prospective Contractor’s Legal Name)

agrees to be bound by the content of this Response and agrees to comply with the terms, conditions, and provisions of the referenced solicitation and any addenda thereto in the event of an award. The Response shall remain in effect for a period of 90 calendar days.

The undersigned further certify that the prospective contractor and its principals (check one):

IS

IS NOT

currently debarred, suspended, or proposed for debarment by any U.S. Federal entity. The undersigned agree to notify IFES of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Person[s] authorized to negotiate on behalf of the prospective contractor for purposes of this solicitation are:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Signature of Authorized Officer:**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**SCHEDULE "A"**  
**NOTICE OF INTENTION**

**RFP/17/001**

From:

Name: *[INSERT ENTITY'S LEGAL NAME]*  
Contact: *[INSERT NAME OF AUTHORIZED REPRESENTATIVE]*  
Phone: *[INSERT TELEPHONE NO.]*  
Fax: *[INSERT FAX NO.]*  
Email: *[INSERT E-MAIL]*

Please state your intention with regard to this Request for Proposals by selecting one of the following:

- Intends to respond to the IFES solicitation
- Does not intend to respond to the IFES solicitation

TO:

International Foundation for Electoral Systems  
Attention: Ms. Brikena Avdyli  
E-mail: [bavdyli@ifes.org](mailto:bavdyli@ifes.org)