INTERNATIONAL FOUNDATION FOR ELECTORAL SYSTEMS

(IFES)

Request for Quotation (RFQ) for a Cloud Based Electoral Violence Dashboard in Iraq and Libya

Solicitation # RFQ-21-030

April 1, 2021

1   INTRODUCTION

1.1   Purpose

The purpose of this Request for Quotation (RFQ) is to invite prospective contractors ("Bidders") to submit a written response ("Response") for the procurement a cloud based electoral violence platform for countries in the MENA region (Iraq and Libya). The solicitation provides Bidders 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 RFQ 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 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 RFQ   April 1, 2021
- Technical Questions/Inquiries Due   April 06, 2021, 5 pm Iraq time
- Answers/Addenda from IFES   April 10, 2021
- RFQ Closes   April 15, 5 pm Iraq time

Note: This procurement is subject to IFES receiving adequate funds from donors.

3   PROPOSAL PREPARATION INSTRUCTIONS

3.1 Bidders' Understanding of the Solicitation

Bidders 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 Bidder 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 RFQ 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.

Name: Ian Swank **Email address:** iswank@ifes.org	**and**	**Name:** Sajia Tokhi **Email address:** stokhi@ifes.org

3.3.2 Formal Communications shall include, but are not limited to the following:
- Questions concerning this solicitation must be submitted in writing to the point of contact identified in *3.3.1*.
- Errors and omissions in this solicitation, as well as enhancements. Bidders should notify IFES of any discrepancies, errors, or omissions that may exist within this solicitation. Bidders 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 of contact identified in *3.3.1*.

3.3.3 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*.

3.3.4 Posting Online: Copy of this solicitation, Amendments and or Q&A will be available online at: www.ifes.org/procurement-notices.

3.4 Submission

It is mandatory for Bidders to send proposals in electronic copy via e-mail to the point of contact identified in *3.3.1* on or prior to the closing date and time shown in the *Schedule of Events*.

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 Bidders 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:

IFES will evaluate responsive offers based on the following criteria:

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IFES will evaluate responsive offers based on the following criteria:

1. **Approach and methodology (30%)**
   - The speed at which the vendor can provide the required items
   - Vendors will be asked to provide a sample timeline for delivering materials requested by IFES.

2. **Cost/Price (20%)**
   - Capacity to accept wire transfer from IFES' US based bank account
   - Cost effectiveness of the financial quotations compared against the services being offered

3. **Experience and Past Performance (50%)**
   - Experience working with other similar international NGOs
   - Experience developing cloud hosted platforms

   Evaluation Criteria Grading for Each Criterion:
   Highly Exceeds Expectations 5 Points
   Slightly Exceeds Expectations 4 Points
   Meets Expectations 3 Points
   Meets most but not All Expectations 2 Points
   Does Not Meet Expectations 1 Point

3.6 Selection and Notification

IFES will evaluate Responses to identify responsible Bidders 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/GOODS/SERVICES

The International Foundation for Electoral Systems (IFES) is seeking a vendor to build a cloud based electoral violence platform for Iraq and Libya. This platform should be secure; and allow for flexible

reconfiguration, upgrading, and maintenance. The provider will also be responsible for any required training and guidance to IFES staff for basic operation and maintenance.

This SOW covers the following activities and deliverables:

- Project Management
- Theme Development
- Functionality Development
- Functional and Quality Assurance Testing
- Post Testing Development and Fixes
- Documentation Development
- Training

SECTION 2: IFES REQUIREMENTS		
Description of IFES Requirement	**Items checked apply to this procurement**	**Special Instructions to Vendor** (if applicable)
This section describes the Purchasers functional and technical requirements for this procurement.		
PROJECT MANAGEMENT		

• Project management services to support website development projects
    o Initiating
    o Planning
    o Design
    o Development
    o Test
    o Implementation
    o Stabilization
	☒	

• Implementation services for website development projects
    o Support go live
    o Support cutover activities
    o Other, please describe _____
	☒	

THEME DEVELOPMENT		
• Document detailed IFES requirements and obtain acceptance of requirements by IFES.	☒	

SECTION 2: IFES REQUIREMENTS

Description of IFES Requirement	Items checked apply to this procurement	Special Instructions to Vendor (if applicable)

Graphic design services
 	
    o Develop custom website designs and interfaces, adhering to established standards and guidelines
 	
          ▪ Website layouts – homepage, landing pages, secondary and tertiary pages, etc.
          ▪ Logos, branding or identity
          ▪ Banner ads or promotional graphics to link back to IFES/Donor sites
 	
    o Provide and/or purchase on behalf of the IFES, photographs and images for use in design of websites
	☒	

FUNCTIONAL DEVELOPMENT

Configure, install, administer and support the following content management systems.

Check the box for each content management solution that may be needed.		Vendor preference
Content Management Solution		
DotNetNuke	☐	
Drupal	☐	
Adobe Contribute	☐	
WordPress	☐	
SharePoint	☐	
Dreamweaver	☐	
Other, please describe _____	☐	

Have expertise in the following development languages/tools.

Check the box for each development language/tool needed:		Vendor preference
Development language/tool		
HTML	☐	
CSS	☐	

SECTION 2: IFES REQUIREMENTS

Description of IFES Requirement	Items checked apply to this procurement	Special Instructions to Vendor (if applicable)
Javascript	☐	
JQuery	☐	
Ajax	☐	
PHP	☐	
Ruby on Rails	☐	
ASP.NET	☐	
Adobe Flash	☐	
Active Scripting	☐	
XML	☐	
XMAL	☐	
SQL	☐	
Other, please describe _____	☐	

• Development services – includes, but is not limited to, development of the following functions:
   o Template development
   o Content development and/or migration
   o Forms/Surveys
   o Search capabilities/functionality
   o Web analytics
	☒	GIS mapping capabilities
		Ushadi intergration potentially

FUNCTIONAL AND QUALITY ASSURANCE TESTING		
• Conduct user acceptance testing	☒	

• Functional and quality assurance testing on website. Includes:
   o Browser support
   o Operating systems
   o Screen resolutions including responsive for mobile
   o Assistive technologies
	☒	

SECTION 2: IFES REQUIREMENTS		
Description of IFES Requirement	**Items checked apply to this procurement**	**Special Instructions to Vendor** (if applicable)
o Color blindness o Text sizing		
POST TESTING DEVELOPMENT AND FIXES		
• Provide resolution for all defects identified during the testing phase	☒	
DOCUMENTATION DEVELOPMENT		
• Document test results and provide final report to IFES	☒	
• Content management user documentation	☒	
• Training documentation	☒	
TRAINING		
• Provide training to IFES on maintaining platform/website features and functions	☒	

• Provide training and/or knowledge transfer for:
    o   Use of content management system(s)
    o   Use of other software or tools in support of website
    o   Administration functions including, but not limited to, user access/password resets
	☒
	☒
	☒	

• Provide regularly scheduled training on new functionality/features and/or software o As needed	☒	
WEBSITE MAINTENANCE		
• Provide file and database backup and restore assistance	☒	
• Purchase and maintain/renew software subscriptions on behalf of clients	☐	

SECTION 2: IFES REQUIREMENTS

Description of IFES Requirement	Items checked apply to this procurement	Special Instructions to Vendor (if applicable)
• Provide software upgrades to support IFES website functionalities	☒	To vendor specific software
• Provide content management system security updates and/or upgrades	☐	
• Provide disaster recovery response times and assistance	☐	
ADDITIONAL CONSULTING SERVICES		
• Conduct usability baseline study	☒	
• Conduct iterative usability studies during the development lifecycle	☐	
• Liaison between IFES/client and hosting company.	☒	During initial deployment
• Liaison between the IFES and any third party vendors used by vendor to support IFES's website.	☒	
• Ability to communicate technical information to non-technical personnel in an easy to understand way.	☒	

SECTION 3: DELIVERABLES FOR IFES

This section identifies the deliverable requirements of the Purchaser.

Name of Deliverable	Description of Deliverable	Items checked apply to this procurement	Special Instructions to Vendor (if applicable)
PROJECT MANAGEMENT			

SECTION 3: DELIVERABLES FOR IFES			
This section identifies the deliverable requirements of the Purchaser.			
Name of Deliverable	**Description of Deliverable**	**Items checked apply to this procurement**	**Special Instructions to Vendor** (if applicable)
Project Charter	Authorizes the project and documents the initial requirements that satisfy the stakeholder's needs and expectations.	☒	
Project Management Plan	Details out how the project will be planned, executed, monitored and controlled, and closed. Includes but is not limited to project management approach and methodology of the vendor, project resources and organization, roles and responsibilities, issue and risk management, communications, stakeholder management, change request process, QA process, monitoring and reporting progress, etc.	☒	
Project Schedule/ Calendar of Events	Provides a detailed list of the work activities to complete the project including but not limited to, planned start and finish dates, resource assignments and allocation, milestones, deliverables, etc.	☒	
Status Reports	Vendor provides a detailed status report for reporting period(s) as agreed to by the vendor and the IFES.	☒	
Project Close Letter	Represents final sign off on the solution provided by the vendor. Signed by both the vendor and the IFES agreeing solution has been delivered to the satisfaction of both parties. Signals the start of maintenance (if applicable).	☒	
THEME DEVELOPMENT			
Design Document	Provides a detailed design of the vendor's proposed solution with the IFES business requirements clearly stated. This document details out how the vendor proposes to meet all of the IFES's requirements.	☒	

SECTION 3: DELIVERABLES FOR IFES			
This section identifies the deliverable requirements of the Purchaser.			
Name of Deliverable	**Description of Deliverable**	**Items checked apply to this procurement**	**Special Instructions to Vendor** (if applicable)
Requirements Traceability Matrix	Provides traceability of the requirements from the statement of work all the way through the design, development and implementation process. Ensures all IFES requirements have been included in the solution.	☐	
Design Acceptance Letter	This letter is an agreement between the vendor and the IFES that the design of the system (as detailed in the design document) meets the business needs of the IFES. Both the vendor and the IFES sign accepting the design before development starts.	☒	
FUNCTIONALITY DEVELOPMENT			
Screen Mockups	Provides a view to the IFES of how their website will look when completed.	☒	
FUNCTIONAL AND QUALITY ASSURANCE TESTING			
Test Plan	Details out the vendors testing approach and methodology for this engagement.	☒	
POST TESTING DEVELOPMENT AND FIXES			
Test Results/ Deficiencies Report	Provides a detailed report of the testing results and any deficiencies that remain in the system. All deficiencies should have a document resolution and delivery date for resolution.	☐	Security testing will be conducted by a third-party
Test Acceptance Letter	This letter is an agreement between the vendor and the IFES to accept the test results and the deficiencies report as documented. Both the vendor and the IFES sign the letter accepting the test results, the resolution for identified deficiencies and agreeing to move the solution into the production environment on a specified date.	☐	

Name of Deliverable	Description of Deliverable	Items checked apply to this procurement	Special Instructions to Vendor (if applicable)
SECTION 3: DELIVERABLES FOR IFES			
This section identifies the deliverable requirements of the Purchaser.			
DOCUMENTATION DEVELOPMENT			
Production Readiness Checklist/Plan	Checklist/plan of all items that must be completed or in place before migrating to production. Includes cutover and back out strategies as well as stabilization tasks/monitoring activities.	☒	
TRAINING			
Training and/or Knowledge Transfer Plan	Details out the vendors plan to train the IFES end users and/or provide knowledge transfer to IFES staff who will be performing some type of "administrator" functions for the solution.	☒	
Training and/or Knowledge Transfer Materials	These are the training and/or knowledge transfer materials identified in the plan, provided by the vendor and are used by the vendor to train end users or administrators.	☒	

5   FUNCTIONAL REQUIREMENTS

5.1 Timeline

Bidders must submit a timeline in the Response showing the time required to produce and consolidate the products and/or deliver services.

5.2 Geographic Code (applicable to USAID funding only)

IFES' project in Libya is funded by United States Agency for International Development (USAID) under Source and Nationality (S/N) Geographic Code 935 (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 Bidders to consider products that fall under S/N Geographic Code 935 whenever possible.

6   QUALIFICATIONS & REFERENCES

Bidders 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
   - Corporate and tax registration documents
   - Year business was started or established
   - Full name of the legal representative (president or managing director) of the company
   - Name of any individuals or entities that own 50% of more of the company
   - U.S. companies must indicate if they are a registered Small Business (Woman owned, veteran-owned, Minority-owned, Disabled, Service Disabled Veteran-owned)
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. Bidders 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 work. Scope of Work.
5. A certification signed by an officer or authorized representative that the Bidder has sufficient financial, technical, and managerial resources and facilities to complete the Scope of Work.

7   PRICING

Bidders must provide a cost breakdown for the implementation of their solution for IFES' project as described in this solicitation. Bidders must agree to keep these prices valid for a minimum of 90 calendar days.

Pricing must be in US Dollars (USD). 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.

8   ADDITIONAL TERMS & CONDITIONS

8.1   Non-Disclosure Agreement
IFES reserves the right to require the Bidder 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 Bidder 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 of managerial interest in the company will result in the Bidder's offer being removed from consideration.

8.4 Subcontracting

The Bidder must disclose in writing with its Response any subcontracting that will take place under an award. Failure to disclose subcontracting relationships will result in the Bidder's offer being removed from consideration.

8.5 Costs

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

8.6 Intellectual Property

Bidders 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 Bidders' Responses

All accepted Responses and supporting documentation shall become the property of IFES, subject to claims of confidentiality in respect of the Response and supporting documentation.

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 Bidder, 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.

[End of Solicitation]