

## Request for Proposals

<b>RFP Name</b>	Design and Development of Web Directory
<b>RFP No.</b>	01 – VCP - 2024
<b>Project</b>	VCP “EQUALITY IN ACTION”
<b>Supported by</b>	OXFAM QUEBEC
<b>Date</b>	27/01/2024

Dear Sir/Madam,

You are kindly requested to submit a proposal in response to this RFP for all the required tasks as detailed in the enclosed Terms of Reference – TOR (Annex – V)

To enable you to submit a proposal, kindly find herewith enclosed the following:

- Instructions to Consultants.....(Annex I)
- General Conditions of Contract.....(Annex II)
- Financial Offer.....(Annex III)
- Terms of Reference (TOR).....(Annex IV)

Your technical and financial proposal offer in response to this RFP, shall be submitted by email to [procurement@qader.org](mailto:procurement@qader.org), no later than **16:00, Saturday 10/02/2024**.

And indicate in the subject:

**RFP: Design and Development of Web Directory (01 – VCP – 2024)**

If you request additional information, we will endeavor to provide it expeditiously, but any delay in providing such information will not be considered a reason for extending the submission date of your proposal.

Kind Regards,

  
**Lana Bandak**  
Director General  
QADER for Community Development



QADER for

## Instructions to Consultants

### A. Introduction

#### 1. General

QADER for Community Development is a non-profit organization based in Bethlehem and operating in Palestine since 2008. QADER focuses on the empowerment and inclusion of persons with disabilities through influencing public policies, developing capacities of relevant stakeholders, promoting public awareness and inclusive community practices, and promoting economic empowerment of Persons with Disabilities.

QADER for Community Development is kindly requesting you to submit a proposal in response to this RFP for Designing and Developing of Web Directory.

#### Cost of Offer

The Offeror shall bear all costs associated with the preparation and submission of the offer, QADER will in no case be responsible or liable for those costs, regardless of the conduct of outcome of the solicitation.

### B. Solicitation Document

#### 2. Contents of solicitation documents

Offerors may offer their services for one or all lots as detailed in the Terms of Reference. Offers must offer services for the total requirements of each lot. Offers offering only part of the requirements of the lot will be rejected. The offeror is expected to examine all corresponding instructions, forms, terms and specifications contained in the solicitation documents. Failure to comply with the documents will be at the offeror's risk and may affect the evaluation of the offer.

#### 3. Clarification of solicitation documents

A prospective Offeror requiring any clarification of the Solicitation Documents may notify QADER for Community Development in writing at the organization's mailing address or fax number indicated in the RFP. QADER will respond in writing to any request for clarification of the Solicitation Documents that it receives earlier than 3 days prior to the deadline for the submission of Offers. All prospective Offerors will be notified in writing about QADER's response (including an explanation of the query but without identifying the source of inquiry).

#### 4. Amendments of solicitation document

At any time prior to the deadline for submission of Offers, QADER may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Offeror, modify the Solicitation Documents by amendment. All prospective Offerors will be notified in writing of all amendments to the Solicitation Documents. In order to afford prospective Offerors reasonable time in which to take the amendments into account in preparing their offers, QADER may, at its discretion, extend the deadline for the submission of Offers.

### C. Preparation of Proposals

#### 5. Language of the Offer

The offer, the forms and correspondence relating to this RFQ exchanged by the Offeror and QADER for Community Development can be written in English or Arabic.



## 6. Documents comprising the proposal.

The Proposal shall comprise the following components:

### a) Operational and technical Proposal

- Including relevant documentation to demonstrate that the Developer meets all requirements; this section should demonstrate how the proposed methodology and approach for conducting the assignment meets or exceeds the specifications.
- CV of the proposed developer must be enclosed with the proposal, including list of similar assignments.

The operational and technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separate and only contained in the Financial Offer.

### (b) Financial Offer completed (Annex IIV - page 8)

## 7. Offer Price & Currency

The Offeror shall indicate on the appropriate Price Schedule the price of services for each that it proposes to perform under the contract.

All prices must be quoted in **NIS** and **including Tax**.

- ***In case of Consultancy Firm***, the prices shall **INCLUDE VAT**, and provide a valid deduction at source. In case of not providing a deduction at source, QADER shall deduct the tax and transfer it to the income tax department (Ministry of Finance) pursuant to the applicable law for such contracts.
- ***In case of Individual Consultants***, QADER shall deduct the income tax (10% of total contract price) and transfer it to the income tax department (Ministry of Finance) pursuant to the applicable law for such contracts.

## 8. Period of validity of proposals

Proposals shall remain valid for (120) days after the date of Proposal submission prescribed by QADER, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by QADER on the grounds that it is non-responsive. In exceptional circumstances, QADER may solicit the Consultant's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Consultant granting the request will not be required nor permitted to modify its Proposal.

## 9. Format and signing of Offers.

The offer shall be prepared and signed by the offeror, or a person or persons duly authorized to bind the offeror to the contract.

## D. Submission of Proposals

### 10. Marking of proposals

The Offeror shall indicate in the subject as follow:

**RFP: Design and Development of Web Directory (01 – VCP – 2024)**

#### **11. Deadline for submission**

Offers shall be submitted by email to [procurement@qader.org](mailto:procurement@qader.org), no later than **16:00 PM, Saturday 10/02/2024**.

#### **12. Late proposals**

Any Offer received by QADER for Community Development after the deadline for submission of offers, pursuant to clause (11) "Deadline for submission", will be rejected.

#### **13. Modification and withdrawal of proposals.**

The Offeror may withdraw its Offer after the Offer's submission, provided that written notice of the withdrawal is received by QADER for Community Development prior to the deadline prescribed for submission of Offers. The Offeror's withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Offers.

No Offer may be modified subsequent to the deadline for submission of offers. No Offer may be withdrawn in the interval between the deadline for submission of offers and the expiration of the period of offer validity specified by the Offeror on the Offer Submission Form.

### **E. Opening and Evaluation of Offers**

#### **14. Opening of offers**

QADER for Community Development will open the proposals on the same date as the deadline for submission of proposals.

#### **15. Clarification of proposals**

To assist in the examination, evaluation, and comparison of Offers, QADER may at its discretion, ask the Offeror for clarification of its Offer. The request for clarification and the response shall be in writing and no change in price or substance of the Offer shall be sought, offered, or permitted.

#### **16. Preliminary examination**

QADER will examine the Offers to determine whether they are complete, whether the documents have been properly signed, and whether the Offers are generally in order.

Prior to the detailed evaluation, QADER will determine the substantial responsiveness of each offer to the Request for proposals (RFP). For the purposes of these Clauses, a substantially responsive proposal is one which conforms to all the terms and conditions of the RFP without material deviations. QADER's determination of a proposal's responsiveness is based on the contents of the proposal itself without recourse to extrinsic evidence.

A proposal determined as not substantially responsive will be rejected and may not subsequently be made responsive by the Offeror by correction of the nonconformity.

#### **17. Evaluation process & Criteria**

A two-stage process will be utilized in assessing the proposals. The technical evaluation will be conducted first, and at the end of this stage only proposals that obtained 70% in the technical evaluation will be considered for financial assessment.

**Technical Proposal (weighted score: 60%)**

- Qualification & Expertise of Offeror submitting proposal.
- Previous experience, and similar executed assignments.
- Proposed methodology.

**Financial Offer (40%)**

To be computed as a ratio of the Proposal's price to the lowest price among the proposals received by QADER (only proposals which passed the technical evaluation stage).

**F. Award of Contract**

**18. Award criteria, award of contract**

QADER for Community Development reserves the right to accept or reject any proposal, and to annul the solicitation process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Offeror.

Prior to expiration of the period of proposals validity, QADER will award the contract to the qualified Offeror whose proposal after being evaluated is considered to be the most responsive to the needs of the organization and activity concerned.

**19. Signing of the contract**

Within 3 days of receipt of the contract, the successful Offeror shall sign and date the contract and return it to QADER.



## General Conditions of Contract

### 1. ASSIGNMENT

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of QADER for Community Development.

### 2. SUB-CONTRACTING

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of QADER for Community Development for all sub-contractors.

### 3. CITATION

It is recognized that the accomplishment of the work may involve the consultant's review and/or use of third-party sources. As such, the consultant at all times shall ensure the work product includes complete and accurate referencing and citations, in accordance with standards generally enforced in academia, and that any work produced does not misappropriate or infringe upon the intellectual property rights of third parties. The consultant bears sole responsibility for any consequences arising from claims of plagiarism or the infringement of intellectual property rights.

### 4. INFORMATION CONFIDENTIALITY

The consultant guarantees confidentiality by his/her signature and maintains the participants' information for internal use only with QADER, no sharing of any related information and assignment documents for outside parties before, during and after period of assignment.

### 5. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS

Except as is otherwise expressly provided in writing in the Contract, QADER shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for QADER under this Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for QADER.

### 6. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

- 6.1. Force majeure, as uses in this article, means act of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of similar nature or force which are beyond the control of the parties.
- 6.2. In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the contractor shall give notice as full particulars in writing to QADER, of such occurrence or change if the contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this contract. The contractor shall also notify QADER of any other changes in conditions or the occurrence of any event which interferes with or threatens to interfere with its performance of this contract. The notice shall include steps proposed by the contractor to be taken including any reasonable alternative means for performance that is not prevented by force majeure. On

receipt of the notice required under this article, QADER shall take such action as, in its sole discretion; it considers being appropriate or necessary in the circumstances, including the granting to the contractor of a reasonable extension of time in which to perform its obligations under this contract.

- 6.3. If the contractor is rendered permanently unable, wholly, or in part, by any reason of force majeure to perform its obligations and meet its responsibilities under this contract, QADER shall have the right to suspend or terminate the contract on the same terms and conditions as are provided for in article 6 "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

## 7. TERMINATION

- 7.1. Either party may terminate the contract for cause, in whole or in part, upon thirty (30) days' notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with article 7 "Settlement of Disputes" below shall not be deemed a termination of the contract.
- 7.2. QADER reserves the right to terminate without cause the contract at any time upon fifteen (15) days prior written notice to the contractor, in which QADER shall reimburse the contractor for all reasonable costs incurred by the contractor prior the receipt of the notice of termination.
- 7.3. In the event of any termination by QADER under this article, no payment shall be due from QADER to the contractor except for work and services satisfactorily performed in conformity with the express terms to the contract, the contractor shall take immediate steps to terminate the work and services in a prompt and orderly manner and to minimize losses and future expenditures.
- 7.4. Should the contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the contractor make an assignment for the benefit of its creditors, or should a receiver be appointed on account of the insolvency of the contractor, QADER may, without prejudice to any other right or remedy it may have, terminate the contract forthwith. The contractor shall immediately inform QADER of the occurrence of any of the above events.

## 8. SETTLEMENT OF DISPUTES

- 8.1. **Amicable Settlement:** the parties shall use their best efforts to settle amicably any disputes, controversy or claim arising out of, or relating to the contract or the breach, termination, or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedures as many be agreed between parties.
- 8.2. **Arbitration:** unless, any such dispute, controversy or claim between the parties arising out of or relating to the contract or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this article sixty (60) days after receipt by one party of the other party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either party to arbitration in accordance to UNCITRAL Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.



## FINANCIAL OFFER

<b>RFP Name</b>	Design and Development of Web Directory
<b>RFP No.</b>	01 – VCP - 2024
<b>Project</b>	VCP “EQUALITY IN ACTION”
<b>Supported by</b>	OXFAM QUEBEC

### Messer's QADER for Community Development

Please find below my financial offer for carrying out the assignment as per the technical proposal enclosed with this offer, and in accordance with the conditions of the contract and the TOR.

Item	Total (NIS)
<b>Design and Development of Web Directory</b> <b><u>including</u></b> <ol style="list-style-type: none"> <li>all required tasks as per the TOR</li> <li>One year maintenance</li> </ol>	
in Words:	

\*\*\* The price should **include** Taxes.

\*\*\* The Financial Offer should include all costs that are associated with this assignment.

\*\*\* ***additional services & options including hosting arrangements can be priced on separate sheet and attached with the financial offer***

Offeror Name: \_\_\_\_\_ VAT / ID No.: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Position: \_\_\_\_\_

Email: \_\_\_\_\_ Address: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Mobile No.: \_\_\_\_\_

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



## Terms of Reference

### Design and Development of Web Directory

#### 1. Background

QADER for Community Development is a non-profit organization based in Bethlehem and operating in Palestine since 2008. QADER focuses on the empowerment and inclusion of persons with disabilities through influencing public policies, developing capacities of relevant stakeholders, promoting public awareness and inclusive community practices, and promoting economic empowerment of Persons with Disabilities.

QADER in partnership with Oxfam is implementing a project titled “Support persons with Disabilities with the knowledge and Resources to Better Understand and Facilitate their Access to the Labor Market” withing the Volunteer Cooperation Program (VCP) and with the support Global Affairs Canada.

Within this project, QADER will support and promote the access of PwD to information on available programs, services and opportunities that facilitate and support their inclusion into the labor market. Information on such programs, services, and opportunities will be made available online through a web-based portal that QADER intends to develop, manage, and update regularly.

#### 2. Purpose of the assignment

The purpose of this assignment is to design and develop an accessible dynamic, user-friendly portal/website in line with the Web Content Accessibility Guidelines (WCAG).

The main purpose of the web portal/website is to ensure that reliable and updated information and resources on services, programs, and opportunities relevant to economic empowerment and labor market inclusion of PwD are available to Persons with Disabilities in an accessible manner.

The Main structure of the website:

- The directory will be a sub-domain of QADER’s webpage.
- Main top and below menus
- Search field within the website with filtering options
- Section for ads and announcements (3-4 ads) will allow QADER to publish ads/announcements related to the website content.
- Two different registration and login portals, one for beneficiaries (PwDs) and another for Economic Empowerment Institutions.
- Integration of an SMS notification system that would notify users about selected updates.

#### 3. Description of the task:

**A. Design the website** showing the directory's main page and internal pages.

Taking into consideration the following:

- Attractive, interactive, and user-friendly design.

- Simple and easy navigation with the minimum number of clicks.
- Site structure (design) should be parameterized to allow for any future development and the addition of new features.
- The portal will be in Arabic but should support other languages for future development.

**B. Development of the website** after the approval of the proposed design. the website should be/has:

- Accessibility plugin and ensure that all user interface components can be used with assistive technologies such as screen readers, and magnifiers.... Etc.
- Based on a robust, highly functional, and user-friendly Content Management System (CMS),
- “What’s new” pop-up option.
- Website tour for the new users on the main sections of the website.
- Two convenient registration portals, one for institutions and the other for the beneficiaries (PwDs). And every user can manage and update their profile.
- Support improved search within the website with a filtering option.
- To function on all web browsers and platforms (especially mobiles)
- Optimization for search engines (SEO) to achieve top-ranking listings.
- Other general requirements, such as fast loading, security, free from bugs...etc., are to be considered.

**C. To deliver technical training** to 2-3 people from QADER on the content management system.

**D. To provide one year of technical maintenance** for the website.

#### 4. Operating Environment

The website must not depend on any operating system, internet software, web server, or controls.

#### 5. Training

The vendor will provide training for QADER staff on the system including the Site Structure.

#### 6. Maintenance

Offers should include 1-year support.

#### 7. Intellectual Property

Intellectual property and copyright of all documents produced within the framework of this Consultancy Agreement belong to QADER for Community Development. Permission to make other use of these documents requires the written agreement of all parties.

#### 8. Timeframe

The assignment should start after the signature of the Contract and be concluded in 2 months, plus 1 year for the maintenance service.



#### 9. Offeror's Qualifications

The offeror should have experience creating, developing, and maintaining portals/websites for organizations implementing similar projects for not less than three years.

#### 10. Terms of Payment

to be identified in the contract upon mutual agreement

#### 11. Scope of work and timeframe

The consultant shall carry out the following tasks:

Task	Month 1	Month 2
Kick-off meeting with QADER team	x	
Submit a concept design for the website's main pages and the main internal sections	x	
provide website demo link and dashboard for data entry and testing	x	x
provide training for QADER staff		x
Publish the website		x

#### 12. Deliverables:

The Assignment will be considered complete when:

- The website is published based on QADER's approval.
- training for QADER staff on the system including the Site Structure is conducted.
- Transfer of all user rights to QADER
- Successful functioning of the website with no functionality and data issues reported.

**\*\* Persons with disabilities and women are highly encouraged to apply for this consultancy; QADER for Community Development is committed to the principle of equal opportunities for all \*\***