Data Sheet & Scope of Work

1	Introduction & Overview	The NGO Labyrinth deals with the prevention of drug and alcohol abuse, the treatment of drug and alcohol addiction, and the reduction of drug injection-related harm. Within the Labyrinth center there are three centers: Center in PRISHTINA with units in GJLAN and PRIZREN. The prevention sector, which operates within the Labyrinth center, deals with informing and educating drug users as well as the general public, with a special focus on young people, about drugs and the dangers posed by their abuse. Within this sector, various educational and informational projects are implemented for young people, as well as psycho-social training is provided for NGOs and CSOs.
2	Purpose of the Service	Response to Social Protection Challenges of the Marginalized communities Led by Innovation, Education and Functionality (RELIEF) project, implemented by NGO Labyrinth and funded by The European Union
3	Brief Description of the Required Supplies	The main purpose of the service, as part of the project, Labyrinth is to develop a Mobile Application on the Android and iOS platform as well as develop a website.
4	Objective and Scope	The objective of this RFP is to select a bidder who will design, develope, integrate & maintain Mobile Application, and design and develop a webpage. This RFP is to detail out the Technical and other requirements and provide below.
5	List and Description of Expected Outputs to be Delivered	- See Technical Specification.
6	Location of work	Prishtina
7	Expected duration of contract	N/A
8	Target start date	29 November 2021
9	Estimated completion date	31 March 2022
10	Language of Proposal	English
11	Pre-proposal conference	N/A
12	Travels Expected	☒ Required ☐ Not Required
13	Names and curriculum vitae of individuals who will be involved in completing the services	☒ Required ☐ Not Required
14	Currency of Proposal	EUR
15	Value Added Tax on Price Proposal	☐ must be inclusive of VAT and other applicable indirect taxes ☒ must be exclusive of VAT and other applicable indirect taxes
16	Bid Security	☐ Required ☒ Not Required
17	Financial Standing	☐ Required ☒ Not Required
18	Validity Period of Proposals (Counting for the last day of	☐ 60 days ☒ 90 days

	submission of quotes)	☐ 120 days In exceptional circumstances, Labyrinth may request the tenderers to extend the validity of bids beyond what has been initially indicated in this RFP. The bid shall then confirm the extension in writing, without any modification whatsoever on the bid.
19	Partial Quotes	☐ Permitted ☒ Not Permitted
20	Payment Terms	<table><tr><td>Installments</td><td>Deliverables</td><td>Tentative Time-frame</td></tr><tr><td>1st installment</td><td>20%</td><td>Upon contract signature</td></tr><tr><td>2nd installment</td><td>60%</td><td>Upon delivery drafts of all deliverables</td></tr><tr><td>3rd installment</td><td>20%</td><td>After completion of deliverables</td></tr></table>
21	Type of Contract to be Signed	SERVICE CONTRACT
22	Labyrinth will award the contract to:	☒ One and only one Service Provider ☐ One or more Service Providers, depending on following factors: If a group of consulntas submit the bid.
23	Annexes to this ITT	☒Request for Proposals (RFP) ☒ Instruction to Bidders or Consultants ☒ Data Sheet and Scope of Work ☒ Cover Letter and Declaration on honour on exclusion criteria and absence of conflict of interest ☒ Technical and Financial Submission Form ☒ Template of Proposed Contract
24	Deadline for Submission of requests for clarification	See Timetable at the Instructions to Biders or Consultants
25	Documents to be submitted:	☒ Technical and Financial Submission Form*(See section 5)* ☒ Cover Letter and Declaration on honour on exclusion criteria and absence of conflict of interest*(See section 4)* ☒ Additional Annexes: Copy of registration certificate and Fiscal & Unique Number certificate from relevant Registry in the country of origin defining the constitution or legal status, place of registration, and principal place of business; ID/Passport for individuals. ☐ Additional Annexes: Joint Venture/Consortium/Association Information agreement if is permitted. ☒ Additional Annexes: CV (Europass template preferred) List of clients and reference letter. ☐ Statement expressly that all the goods meet the requirements concerning origin and must state the countries of origin. ☒ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, certifications, awards, references and citations received by the Bidder, if any.

Section 3. Data Sheet & Scope of Work

26	Award Criteria	**CRITERIA 1**	**Expertise of the Firm:** i. Organizational capability/resources, ii. Service delivery experience and expertise iii. List of projects/contracts iv. Product/Service Roadmap. v. System of quality control	30 %
		CRITERIA 3	**Technical Specifications and Implementation Plan:** i. Product/Service Roadmap ii. Three key experts Qualifications and skills, iii. Timeframe and availability iv. References,	30%
		CRITERIA 3	**Financial Proposal:** i. Lowest Price (=Lowest price/Proposed price*40p),	40%

LABYRINTH
qendra për këshillim dhe trajtim të varësisë

SPECIFICATIONS AND SCOPE OF WORK

1. Introduction

The NGO Labyrinth deals with the prevention of drug and alcohol abuse, the treatment of drug and alcohol addiction, and the reduction of drug injection-related harm. Within the Labyrinth center there are three centers: Center in PRISHTINA with units in GJLAN and PRIZREN. The prevention sector, which operates within the Labyrinth center, deals with informing and educating drug users as well as the general public, with a special focus on young people, about drugs and the dangers posed by their abuse. Within this sector, various educational and informational projects are implemented for young people, as well as psycho-social training is provided for NGOs and CSOs.

As part of a project, the NGO Labyrinth is looking to develop a Mobile Application on the Android and iOS platform as well as develop a website.

2. Mobile Application Requirements

It is required to develop a mobile application on Android and iOS platforms. This application will be used by social service providers (NGOs) to facilitate their work and will be free to download. The mobile application will contain protocols, manuals, documents and information for NGOs providing social services at the local and central level, in order to facilitate referral. This application will not only help professionals but also others who do not have information on where to seek help for their problems. The mobile application will be linked to web pages on which the above mentioned notes of the mobile application will be published.

The application should be developed cross-platform, for Android and iOS, respectively in Xamarin, C # and XAML.

3. Website Requirements

Website and CMS required to be developed from the ground up for the NGO Labyrinth. The general requirements are:

- Proposed graphic designs until approved by the NGO Labyrinth
- Website and CMS should be developed using the latest .NET Framework technologies through the ASP.NET MVC platform with the Microsoft SQL Server database
- The website and CMS will be suitable for desktop and mobile devices, as well as tablets and other emerging technologies. The new website should automatically adapt to the user screen whether it is a mobile device, tablet or desktop.
- Must be supported by all browsers such as: Internet Explorer, Firefox, Chrome, Opera, Safari, etc.
- The website should have a search engine for all the materials published on it
- Website and CMS must be in three languages (Albanian, English and Serbian)
- There should be an interactive feature that will display ongoing projects (slider) and be visible on the first page of the web page.
- It should be developed as a content management platform (CMS) with different levels of access based on the specific privileges of the user respectively the role. Have role-based security, with the ability to register and change their roles and privileges by modules. Each user can be assigned a role.
- Must have the ability to dynamically manage pages and add pages to the CMS
- It should be possible to upload and publish photos, videos and other materials

- The website should be simple, easy to use, with a small number of clicks or searches, and in the shortest time possible
- The website should enable the administrator to dynamically create the Survey with one or more questions and answers, to which the user can answer as easily as possible.
- Transfer all data from existing website (ASP.NET technology and MS SQL Server)
- Sitemap (website structure)
- All modules must be dynamic
- Some of the modules are:
  - article module (news, activities, blog, etc.)
  - publications module
  - video gallery module
  - photo gallery module
  - tender module and jobs
  - document module
  - survey and survey module
  - Frequently Asked Questions module
  - contact module
  - text module, etc.
  - 2 people should be trained for 1 day in use and administration of all modules of the website.

4. Hosting Requirements

- Hosting and domain, required for 3 years
- Minimum server requirements: Windows Server 2012 R2 or later, IIS 8.5 or later, MS SQL Server 2014 or later
- Extension of the domain name labyrinti-ks.org for 3 years
- SSL Certificate for website and CMS
- Publication of mobile applications in the Play Store and Apple Store is required for 3 years.

5. Requirements for the tenderer

The tederer must meet the following conditions

- Technical and professional capacity criteria and evidence
- Relevant computer programming activity (operator information)
- Minimum 3 references for Mobile App (Android and iOS) implemented
- Minimum 5 references for active web portals on the Internet (references and links) in Microsoft technology (ASP.NET)
- Minimum 5 years of work experience in the field of software (references, operator information)
- Valid certificate for ISO 9001 and ISO 27001
- The tenderers (legal entity or a team of consultants) should demonstrate a strong expertise in the following areas:
- Excellent and proven experience in similar assignments, preferably in projects of this size and scope;

Section 3. Data Sheet & Scope of Work

- Good knowledge of socio-political context in Kosovo (knowledge of EU matters is an advantage);
- Excellent coordination, communication and reporting skills;
- Excellent presentation skills;
- Excellent and proven experience in drafting reports in English language.

Company staff (CV, diplomas or certificates)
- Team of at least 6 people in the field of software development
- Minimum 3 people in a team with over 6 years of experience in software development.
- Minimum 3 people in the team with the relevant university degree

Technical Offer
The technical offer must cover all aspects and tasks required in the Technical Bid Format and Content and Instructions for Bidders/Consultant section and provide all the information needed to apply the quality award criteria. Offers deviating from the requirements or not covering all requirements will be rejected on the basis of non-compliance with the tender specifications and will not be evaluated.

Financial Offer
The price for financial offer must be quoted in euro. Prices must be quoted free of all duties, taxes and other charges, including VAT, as the Labyrinth is exempt from such charges. Services will be provided on fixed unit prices.