

Request for Proposal

Development of SEE Cities website

Opening date: 26 November 2015 | Closing date: 3 December 2015

1. Summary of Requirements

The Network of Associations of Local Authorities of South East Europe (in the rest of the document referred to as "NALAS") requests proposals from Information and Communication Technology (ICT) companies for the development of new SEE Cities website, as part of the World Bank-Austria Urban Partnership Program.

2. Invitation

ICT companies with proven experience and expertise in managing the requested ICT services are invited to respond to this request for proposal.

3. Request for Proposal Terminology

The following terms will apply to this Request for Proposal and to any subsequent Contract. Submission of a proposal in response to this Request for Proposal indicates acceptance of all the following terms:

Terminology

- a) "NALAS" means the Network of Associations of Local Authorities of South East Europe;
- b) "Contract" means the written agreement resulting from the Request for Proposal executed by the NALAS Secretariat and the successful company;
- c) "Contractor" means the successful company selected from this Request for Proposal;
- d) "Must", "Mandatory" or "Required" means a requirement that must be met in order for a proposal to receive consideration;
- e) "Company" means an individual or a company that submits, or intends to submit, a proposal in response to this Request for Proposal.

4. Closing Date and Location

To be considered, proposals must be received electronically no later than 16:00 (CET), Thursday, 3 December 2015, at the following address: info@nalas.eu.

5. Enquiries

This Request for Proposal can be downloaded from the NALAS website at www.nalas.eu. Questions regarding this Request for Proposal should be directed to NALAS at +389 2 3090818, or by email to info@nalas.eu.

6. Ownership of Proposals

All documents, including proposals submitted in response to this Request for Proposal become the property of NALAS. However, only the submissions by the successful company will be used.

Once a contract has been awarded, the name of the successful company will be available to the public upon request.

7. Project Overview

The second phase of the World Bank – Austria Urban Partnership Program (UPP) aims to strengthen local government capacity in South East Europe, and to equip local elected officials, city administrators and technical staff with practical tools for decision-making to effectively manage urban development for inclusive and sustainable growth. The second phase of the program (UPP II) was officially launched in February 2015 and aims to further strengthen synergies among the different components within the Program and with other programs active in the South East Europe region.

The first phase of the program (2011-2014) focused on key dimensions of local government, including municipal finance, urban planning and land management, urban governance/ anti-corruption, and social accountability. As part of UPP I, the website SEE Cities-Strengthening local governments in South East Europe-Innovative Solutions for Sustainable Cities was created (<http://www.seecities.eu/>).

In UPP II it is expected that the SEE Cities website is upgraded, enhanced with new design and a new content management system. For successful implementation of its activities, NALAS needs the ICT support by a professional ICT company.

8. Project Scope and Objectives

The primary objectives that form the basis of this Request for Proposal are:

- a) Creating a new design for the SEE Cities website
- b) Transfer of all current content of the website to the new website
- c) Application of the new design to the existing content
- d) Creation of a new Content Management System (CMS)
- e) Deploy the new web site
- f) Provide tutorials for the usage of the CMS system

The project is divided in three phases:

1. Design phase (estimated time up to three weeks)
2. Migration phase (estimated time up to three weeks)
3. Deployment and tutorials (estimated time up to two weeks)

The whole project should be completed no more than eight weeks after the contract has been signed.

9. Proposal submission

The following format and sequence should be followed in order to provide consistency in Company response and to ensure each proposal receives full and fair consideration. All pages should be consecutively numbered.

- a) Cover Page, showing the name of the company, address and contact information;
- b) One page letter of introduction, signed by an authorized signatory;
- c) Table of Contents, including page numbers;
- d) A short summary of the key features of the proposal;
- e) The body of the proposal, including: description of the approach, proposed activities;
- f) Any other suggestions and recommendations about the required services;

- g) Financial offer, including prices for all phases of the project;
- h) List of references with a description of the key products/outcomes;
- i) Any additional information listed under the mandatory and desirable criteria, not included in the body of the document.

10. Evaluation

Evaluation of proposals will be undertaken by NALAS Evaluation Committee. At the sole discretion of the Committee, a short list of the highest scored companies will be developed. Companies on the short list may be invited to further clarify their offers. After the presentation(s), the Evaluation Committee will re-evaluate the short-listed proposals and bring the final decision.

11. Criteria

The proposals will be evaluated and rated based on the criteria set out in this Request for Proposal document.

- Proposals must be in English, and the Proposal must be submitted by the appropriate date and time;
- Proposals must clearly list, in detail, what services will be provided with the associated costs for each component.
- Responses must contain a list of references of past projects and work of this nature.

Companies should provide:

- A proposed content outline by component;
- Demonstration of willingness to be flexible in working with NALAS and its partners (WB).

12. Scoring

- 30% Company's profile
- 20% Creativity and Innovation in Approach, Ability to meet deadlines
- 40% Cost
- 10% References

13. Modification of Terms

NALAS reserves the right to modify the terms of the Request for Proposal at any time at its sole discretion.

14. Company Expenses

Companies are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with NALAS. Short-listed proposals may be asked to make a presentation to the Evaluation Committee, which will be solely at the Company's own expense.

15. Acceptance and Rejection of Proposals

NALAS may not necessarily accept the lowest priced proposal or any proposal. At its sole discretion, NALAS reserves the right to reject any or all proposals received and to accept any proposal which it considers advantageous, whether or not it is the lowest priced proposal. NALAS is not under any obligation to award a contract, and reserves the right to terminate the

Request for Proposal process at any time, and to withdraw from discussions with all or any of the Companies who have responded. NALAS reserves the right to accept the proposed offer in total or in part, to reject any or all offers, to waive any minor informalities, irregularities, or technicalities, and to accept the offer deemed most favourable to the Network.

16. Contract Negotiation

NALAS reserves the right to negotiate specific terms of the contract with the short-listed proponents prior to the final award of the contract. NALAS also reserves the right to negotiate specific terms of the contract with the Contractor as the contract progresses.

Thank you for your interest in submitting a proposal. It is hoped that the information provided is of value and should anything be unclear, please contact NALAS directly.