



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

REQUEST FOR PRICE QUOTATION (RFPQ)

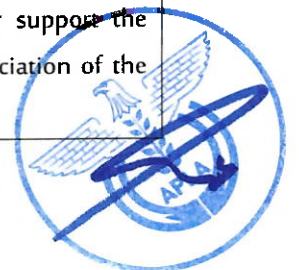
“Establishment of the TSU Web Portal”

REFERENCE CODE: APLA/GIZ-2022-07

Issue Date: 2nd Oct. 2022.

1. CONTACT PERSON AT APLA	
NAME:	Abd Al Mo'men Afana
FUNCTION:	TSU Manager
ADRESS:	2 nd floor, Safad Bld., 10 Jabra Al Anqar str., Al Masyoun, Ramallah, Palestine
TEL. & FAX.:	+972 2 2960712 & +972 2 2960713
Mobile:	+972 597916525
E-MAIL:	a.afana@apla.ps

2. OBJECTIVE OF THE REQUEST
<p>APLA's background:</p> <p>The Association of Palestinian Local Authorities (APLA) founded in 1997, APLA is an independent organization mandated to represent and lobby for the collective interests of Local Government Units (LGUs) by supporting capacity building among local governments, facilitating exchange of knowledge and best practices, and serving as vehicle for dialogue between the central government and LGUs. APLA is a semi-governmental nonprofit association that forms a comprehensive framework, which holds all the Palestinian local authorities and works for and with them, to provide better services for the Palestinian citizen by defending their rights, and representing them on all levels nationally, regionally, and internationally.</p> <p>APLA is implementing the project (APLA's Multiannual Action Plan - MAAP 2021-2025). This project is largely financed by the European Union and has been designed to strengthen LGUs collaborations on service delivery and local participatory development, and improve contributions to territorial integration, particularly in Area C. Specific objectives of MAAP are aligned to APLA's strategic plan and aims to support the role of APLA as LGUs representative and dialogue partner with the Palestinian Authority, to support the role of the LGUs in the building process of future State of Palestine and to strengthen the institutional and operational capacities of APLA</p> <p>Project Brief:</p> <p>The Local Governance Reform Program of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ-LGRPII) is a program that aims to enhance the local government unit's performance, through capacity development and introduction of new tools, solutions, and methodologies, or further developing the current ones, eventually this will enhance the service delivery at the LGUs. For this endeavor, LGRP continues to further support the implementation of the strategic plan and the organizational development measures for the Association of the Palestinian Local Authorities (APLA).</p>



Mans



Additionally, GIZ - Local Governance Reform Program (LGRP II) has been providing technical assistance and support to APLA throughout its different phases.

Context

Within this context, APLA continues to strengthen its institutional and operational capacities, to better support its members (LGUs) to better serve the citizens. To this end, APLA intends to hire a firm to supply services of "Establishment of the TSU Web Portal" for APLA, based on needed requirements, specifications, and attached TOR.

The Main Objective of The Assignment:

To Establish the Technical Support Unit (TSU) Web Portal including Design, Development, hosting, and technical support in order to achieve the following general outputs and targets among many others:

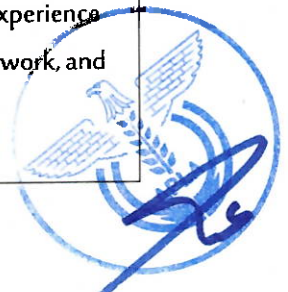
- To enable the local government units (LGUs) to achieve best practice in local government.
- To open access for LGUs to mainstream their experiences.
- To enable the LGUs to take inputs in their under-dialogue issues.
- To reflect the actions and activities which take place in local government sector in Palestine and provide information about them.
- To be a reference for public visitors to view the public allowed data that must be shared among, and a local web portal that will manage the exchange of LGUs' practices along with their peers.
- To be a measure for performance indicators and statistics in LGUs.

The general requirements, technical specifications and needed services are included in this quotation and can be found in detail in the attached (Annex 1).

The supplier (firm) should support APLA with proven experience in such fields highlighted in their offer through submitting the company/firm profile with relevant work experience and highlighting similar previous work.

1. INSTRUCTIONS

RECEPTION OF PRICE OFFERS	DATE:	DEADLINE: 3:00 PM, Sun. 16 th Oct. 2022.
	PLACE:	2 nd floor, Safad Bld., 10 Jabra Al Anqar str., Al Masyoun, Ramallah, Palestine.
	DOCUMENTS AND ANNEXES TO BE SUBMITTED: <i>(ORIGINAL TECHNICAL OFFER & THE FINANCIAL OFFER WITH A FINANCIAL BREAKDOWN FROM THE COMPANY/FIRM TO BE SUBMITTED IN ONE SEALED ENVELOPE WITH OTHER REQUESTED DOCUMENTS IN</i>	1- ANNEX (1): Signed Term of Reference (ToR). 2- ANNEX (2): Financial Offer. 3- Filled & Signed RFPQ (Sign all papers). 4- Company profile highlighting the qualifications and relevant experience and links to similar previous work, and CVs of the team. 5- Valid source of deduction.





الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

	<i>HAND TO APLA'S OFFICE AT THE INDICATED ADDRESS)</i>	6- Proposed methodology and work plan to develop the portal.
VALIDITY PERIOD OF THE PRICE OFFER:		30 days after the submission date of the price offer.

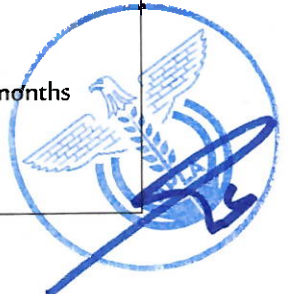
2. TECHNICAL REQUIREMENTS & EVALUATION

Vendors qualifications and experience

1. The company submitting their proposal shall have a proven experience in designing and developing data management systems, software solutions, and a perfect experience in managing similar projects.
2. The company / team submitting their proposal shall meet the following criteria:
 - Demonstrated expertise in creating creative websites and web portals.
 - Excellent skills in developing interactive portals that are user-friendly, attractive and agile to respond to needs of diverse stakeholder groups.
 - Can provide highest standards of quality in brand content, structure and security.
 - Able to work in fast-paced work environments.
 - Demonstrate experience with Local Government, NGOs, or similar intergovernmental agencies.
3. The team leader shall have a specialized university degree in Computer Science, Software Engineering, Computer System Engineering, Information Management Systems, or other areas relevant for the assignment.
4. The company / team members shall have the following:
 - A solid and diversified experience in the specific field of expertise needed, including developing data management systems.
 - Demonstrable experience and contemporary understanding of local government in Palestine;
 - Excellent quantitative and analytical skills;
 - Full working knowledge of Arabic, and of English languages;
 - Experience/ Knowledge in Data Science;
 - Have Experience in programming languages like Python, Java, Ruby, PHP, .Net.
 - Experience with Front end languages HTML, CSS, and Javascript.
 - Experience with database technology like Oracle SQL, MySQL.
 - The company team or majority of its team shall have at least 8 years of directly related experience in software engineering, systems/ software requirements analysis.

Timeframe

The duration of this assignment is requested to be delivered and closed within a period of maximum 3 months starting from the date of Purchase Order.



Handwritten signature



Selections and Awarding Criteria

The firm has to submit the followings:

- Company profile highlighting the qualifications and relevant experience and links to similar previous work
- Minimum 10 years of practical experience in relevant field.

Awarding criteria

The selection of the firm will be based on both Technical and financial evaluation:

- A. Technical Evaluation 60%
- B. Financial Evaluation 40%

Technical Evaluation Criteria:

The Vendors will be evaluated based on the following:

A. Technical Evaluation (60%),

- Company profile highlighting the qualifications and relevant experience and links to similar previous work
- C.Vs and experiences of the company team.
- Proposed methodology and work plan for developing the portal.
- Proposed ongoing hosting and technical support solutions.
- Quality of work and time: based on the Quality of work and experience and how it contributes to the quality of the overall work.

B. Financial Evaluation (40%)

Only the technically passed offers (got 30 or more out of 60 marks) will be subject to financial evaluation based on the weight scoring method as follows:

- Lowest prices will be weighted as 40 points.
- Other prices will be weighted as the following formula: [Amount of points = (lowest price/other price) * 40].

3. FINANCIAL REQUIREMENTS

The firm has to take the following points in to consideration:

1. The financial offer submitted by the company/firm shall include a total cost (**Annex 2**), 2 cost items are requested:
 - A- Development of the Portal: shall include all the costs of establishing the web portal (Design, development, training...)
 - B- Annual Cost for hosting and technical support, as described in the ToR.
2. The price offer should be in Shekel currency (ILS) and there will be **NO compensation** for any currency exchange price.
3. The prices should be excluding vat (VAT- Exempted). A **zero-vat invoice** will be requested to process the payment.

Mans





4. OTHERS

- The firm / company will be remunerated depending on the delivery of all specified deliverables and due to payments schedule as referred to in section 5 below.
- The final remuneration for the firm / company will be following its submitted financial offer concerning each item, all required targets and specifications should be met on time, otherwise APLA will consider the firm / company failed in executing the action.
- The annual technical support will be based on a separate agreement starting after the launching the portal. This separate agreement will be subject to APLA approval and needs.
- There will be NO extra compensation for any extra specifications than the demanded ones.
- The 'outputs' of the assignment will be considered as "deliverables" upon the approval by APLA.
- The firm / company shall ensure close cooperation and coordination with APLA
- Any other costs required in implementing the assignment is the responsibility of the tender winner.
- All submitted papers should be signed and stamped too.
- All prices will be in Shekel currency, and there will be NO compensation for any currency exchange rate.

5. Payments:

The company/firm will be remunerated upon the approved steps and deliverables in the following manor:

Note: The cost of the hosting and technical support is separated from the development cost. It will be paid on annual basis following the deployment of the portal.

No. of Payment	Deliverable	Percent of total assignment cost (Excluding annual tech. support cost)
Payment 1	Inception, work plan and portal design approved	30 %
Payment 2	First version of the portal for testing	50 %
Payment 3	Final approval on the portal and putting the portal online	20 %
Payment 4	Annual Hosting & Technical Support cost (on yearly basis)	Fixed amount (Annually)

6. DELIVERY/ PERFORMANCE ADDRESS

ADDRESS:	2 nd floor, Safad Bld., 10 Jabra Al Anqar str., Al Masyoun, Ramallah, Palestine الطابق الثاني - بناية صفد - 10 شارع جبرا الانقر - المصيون - رام الله / فلسطين
CONTACT INFORMATION:	NAME: Maria Bairat. FUNCTION: Accountant & Procurement Coordinator TEL: 02-2960712. MOBILE PHONE: 0595457805 E- MAIL: info@apla.ps



Maria



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

7. PRICE OFFERS SUBMISSION DEADLINE

Deadline of submission bids: 3:00 PM., SUNDAY. 16th Oct. 2022

8. IDENTIFICATION OF THE FIRM / COMPANY

Last name, first name (Authorized Signatories)

Telephone number and Fax number

Registration number

E- Mail address

Account number of Payment
PLEASE, attach full Bank Info for Shekel Iban Number
under the name of Company as stated at the Bank:

Maniz





الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

Firm / Company Declaration:

By submitting this Price Offer, The firm/company

declares renouncing his own (sales) conditions and commits to performing this order in accordance with the provisions of the specific requested purchase conditions attached within ToR and for the price offered.

Price quotations will be in Shekel, Price quotations are excluding VAT (VAT-Exempted).

In accordance with the specific conditions attached to this document, applicable law for this contract/ assignment is the Palestinian Law.

Certified true and sincere,

Signature of the Vendor

Date: / /2022.

Accountant & Procurement Coordinator

Maria Bairat

EXECUTIVE DIRECTOR

Abdallah Anati



الإتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

ANNEX 2: FINANCIAL OFFER

“Establishment of the TSU Web Portal”

REFERENCE CODE: APLA/GIZ-2022-07

“Please note:

- To fill the unit price, total price, and total in words for each requested item.

Description/ Activity	Unit	Quantity	Unit Price In Shekel	Total Price in Shekel
1- Technical Support Unit (TSU) web Portal (Design, hosting, deployment, training, and launching) according to the attached TOR and including all requested specifications and requirements upon the approval of APLA.	TSU web Portal	1		
Total amount in letters for item (1):				
2- Annual Hosting and Technical Support for the TSU web portal starting from the date of launching the portal.	One year hosting & technical support	1		
Total amount in letters for item (2):				
GRAND TOTAL (SHEKEL) in Numbers				
GRAND TOTAL (SHEKEL) in Words			

Signature of the Vendor

Date: / /2022.

Mans



State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

Annex 1

Terms of Reference (ToR)

Development of TSU Electronic Services System (Web Portal)

Association of Palestinian Local Authorities

Reference No: APLA/GIZ-2022-07

Grant: 83402241

October 2022



State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

Table of Contents

1. Introduction:	3
1.1 APLA:	3
1.2 Municipal Technical Exchange Hubs (T.H)	3
1.3 Technical Support Unit (TSU):	4
2. TSU Objectives	4
2.1 TSU Service Delivery:	6
2.1.1 Current Service Delivery Process	6
2.1.2 Service delivery through the electronic means	7
3. Objectives of the Electronic Services System (Online Portal):	9
3.1 General Objective:	9
3.2 Specific Objectives of the portal are:.....	9
4. Main Components of the online portal:	10
5. Users Matrix:	11
6. Tasks & Deliverables:	15
7. Platform Structure and general requirements	16
7.1 Design / themes preferences & guidelines.....	16
7.2 Content Management System (CMS) features.....	17
7.3 Search Criteria	17
7.4 Authentication & authorization schemes.....	18
7.5 Security / Scalability/ Accessibility measurements	18
8. Ongoing Technical Support and Maintenance phase:	18
9. Platform Hosting & Infrastructure	19
10. Suggested Action Plan for the platform development	19
11. Proposal Guideline	20
12. Vendors qualifications and experience	20



State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

1. Introduction:

1.1 APLA:

The Association of Palestinian Local Authorities (APLA) is a semi-governmental Non-Profit association that forms a comprehensive framework which holds all the Palestinian local authorities and works for and with them, to provide better services for the Palestinian citizen by defending their rights, and representing them on all levels nationally, regionally, and internationally.

APLA has set out its role to link local municipalities with international ones, represent, and defend local authorities by using all means and instruments of lobbying and advocacy on the central and legislative authorities and service provider companies to assist the local authorities and be fair with them. Also, it works on the capacity building of the local authorities through the exchange of information and experiences to assist them in certain special fields that contribute to the development of performance of their employees.

APLA continues to implement its strategic priorities and the interventions to accomplish these priorities, and preparing to formulate its next strategic plan, which will build up on the accomplished achievements and will focus on the new emerging priorities as well as complementing the progress of the previous interventions. In addition, APLA has developed the Multi Annual Action Plan (MAAP) project, MAAP has been designed to strengthen LGUs collaborations on service delivery and local participatory development, and improve contributions to territorial integration, particularly in Area C, specific objectives of MAAP are aligned to **APLA's strategic plan** and aims to support the role of APLA as LGUs representative and dialogue partner with the Palestinian Authority, in order to support the role of the LGUs in the building process of future State of Palestine. The MAAP is mainly largely supported by the EU, with a contribution from GIZ and ENABEL.

MAAP has three main **specific objectives (SO)** which are as follows:

1. **The institutional and operational capacities of APLA are strengthened.**
2. **The capacity of LGUs to provide better services to citizens enhanced.**
3. **The interest of LGUs lobbied and advocated locally and internationally.**

1.2 Municipal Technical Exchange Hubs (T.H)

The Municipal Technical Exchange Hubs have emerged from the needs of the Local Government Units (LGU) to exchange experience and knowledge in different municipal topics that require discussion, debate and consultation among all municipalities in order to improve the services offered and delivered to the citizens.

In general, the hub aims at creating the platform in order to exchange experience and knowledge among all technical employees in the local government sectors.

Overall objective of the Hubs: To strengthen development and reform processes in planning, financial aspects and accountability of LGUs in Palestine.

Within this context, five technical Hubs have been formed in the following fields: Public Relations, Financial Management, Planning and Engineering, Village councils, and Innovation, in addition to a special hub for Gaza.



State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

This platform is being implemented in cooperation between the Palestinian Association of Local Authorities (APLA) and the Local Governance Reform Programme (LGRP II)- GIZ on behalf of the German Ministry for Economic Cooperation and Development (BMZ).

The Municipal Technical Exchange Hubs mainly aims to:

- Increasing the experience and knowledge of the maximum number of local authorities' staff on new and important technical issues.
- Increasing communication and networking between the local authorities' staff in Palestine.
- Contributing to the National Reform Agenda by supporting the development of position papers on urgent matters in the Local Governance Sector.

The T.H Coordinator is a full-time employee at APLA, and responsible for developing and implementing the T.H action plans, and leads the process of integrating the Technical Hubs into the TSU at APLA. The T.H Coordinator is the focal point for all the work related to the Technical Hubs.

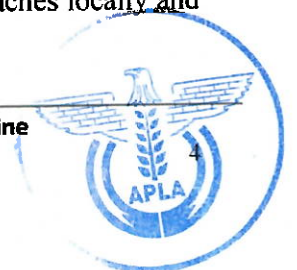
1.3 Technical Support Unit (TSU):

TSU is established within APLA to provide technical support to all LAs (Municipalities and Village Councils) in the legal, planning, engineering, administrative and financial aspects. Therefore, this unit practically is the technical and the reform arms for APLA. Reviewing the strategic plan reveals that there are two out of the three strategic objectives are directly related to the LAs. The first strategic objective seeks to **enhance the capacity of LAs to provide better services to citizens** and the second strategic objective is to **lobby, and advocate for the interests and needs of LAs, locally and internationally**. Obviously, the first strategic objective can be achieved through **the technical arm** while the second strategic objective can be achieved through **the reform arm of the unit**.

2. TSU Objectives

APLA's strategic plan serves as a guiding document for APLA's Technical Support Unit for defining its objectives and scope of work *to become a viable and sustainable technical and reform arms of APLA that advocate for the interests and priorities of LAs and provides valuable support to them in Palestine*. The first strategic objective seeks to enhance the capacity of LAs to provide better services to citizens and the second strategic objective is to lobby, and advocate for the interests and needs of LAs, locally and internationally. Obviously, the first strategic objective can be achieved through the technical arm while the second strategic objective can be achieved through the reform arm of the unit. Therefore, the TSU's objectives can be stated as follows:

- To improve the technical capacities of LAs in various functions /areas (Legal, Planning, Engineering, Management and Finance, Policy, Communication and fundraising)
- Enhance municipal responsiveness to their citizens' needs by providing improved and needs based public services and in so doing to improve relations between citizens and official institutions
- To provide various learning platforms and opportunities and experience exchange of peer-to-peer learning and develop capacity based on innovative and best practices and approaches locally and internationally.



State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

- To lead policy and legislation review and dialogue with the concerned parties of the government including MoLG and the Ministry of Planning and Finance.
- To support LGU's to lead local economic development (LED) process, public private partnership (PPP) initiatives, sustainable development goals (SDGs) adaptation and implementation.

The TSU scope of work can be summarized in the below points:

- Continuously assess the needs of the members and design and facilitate specific technical support services.
- Support developing empowerment programs for youth, women, elderly...
- **Establish and develop the help desk to support LAs in providing technical support instantly.**
- Design and implement training and orientation programs
- Support the LAs to implement improvement initiatives aiming at improving services to citizens and creating attractive investment environment
- Identify and prioritize with the Technical Hubs policies and legislations for review in accordance to the best interest of LAs
- Support LAs in fundraising and proposal writing and donors' relationship management and networking.
- **Develop online municipal forums and platform to stimulate learning and exchange of knowledge and experience.**
- Lead the lobbying, and advocacy initiatives for defending the rights, interests, and needs of LAs, locally and internationally.
- Lead the fight for the right of LAs to secure membership in the relevant government committees and be part of the national processes for developing the future national plans, sector strategies and the general budget.
- Develop the local government national evidence-based research agenda through partnerships with academic institutions
- Regulate and facilitate the NGOs interventions with LAs.

The Establishment and activation of the TSU is proposed to be done in three phases:

- 1- Institutionalization phase.
- 2- **Service delivery phase.**
- 3- Sustainability phase.





2.1 TSU Service Delivery:

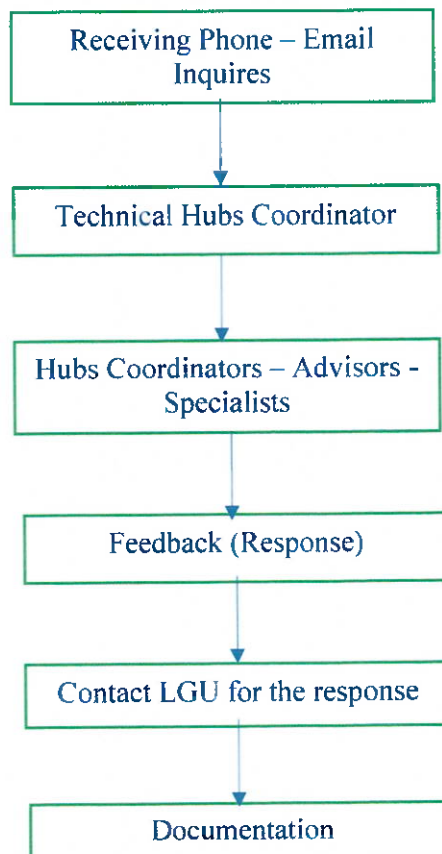
One of the main objectives of the TSU is to assist the LA's in providing better services to the citizens, this is done through various tools and approaches to support and increase the capacities of the LGUs, like: Training and orientation for LGUs officials and staff, enhancing the available resources for the LGUs, Knowledge and experience sharing and exchange, provide advice and technical assist for the LGUs, participate in the development of the policy and legislative frameworks of the LG sector, and other interventions. The LGUs often approach APLA requesting advice on various issues related to their work,

2.1.1 Current Service Delivery Process

Currently, APLA provide the response to the LGUs inquires through the following steps:

1. LGU's call APLA's offices and place their inquiries.
2. Inquiries are documented and LGU's will be asked to provide supporting documents if and when needed.
3. APLA be re-direct inquires to specialized advisors (hubs coordinators or external consultants based on the topic) via phone calls and emails.
4. Hub's coordinators or external advisors provide APLA with their feedback and response regarding the inquiry.
5. APLA contact the LGU by phone and email to provide them with the response.
6. APLA documents these inquiries and the responses.

Below chart will present the workflow of mentioned points above:



State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

2.1.2 Service delivery through the electronic means

Moving forward in the service delivery phase requires leveling up the provided services toward more efficient and fast responsive service delivery, one component to achieve this is through the creation of TSU web portal that will be available to all LGUs and external institutions. The proposed service delivery process through the portal can be described as below:

- The web portal is developed, tested, and launched.
- Contains all phase 1 received inquiries and their responses published for general view on FAQ tab.
- Act as main medium of receiving inquiries from LGU's in addition to calling service.
- Will have usernames and password for specialists\advisors to login and answer inquiries from LGU's.
- Flexible Folder/ files Manager: within the workflow process, users can define folders / sub folder hierarchy to suit their needs for inquiries. With this model users can categorize their attached documents for better organization and easier management.
- Flexible Roles and Permissions: admin user can define Roles and give these roles permissions to act on inquiries process. A user can be a member of many roles and gets the privileges of all the roles he / she is a member of.
- Connect / Trace: users can connect inquiries to one another. This will give them the ability to see relationships across the inquiries.
- Inside web portal, room inside each topic may be created for the discussion of the inquiry by specialists in the specific topics to ensure the LGU's has the most suitable solution\response for its situation which is decided by specialist\advisor whom is known with wide expertise and knowledge.
- Hub's coordinators at this phase will act as specialists in addition to other selected hub members with expertise (Pool of expertise) to answer inquires.
- TSU coordinator at this phase will coordinate the work and discussion of specialists.
- FAQ section will be available were all inquiries and answers will be published for public knowledge in addition to general common question and their best practices for view.
- classification of topics to ease the navigation of services wanted and its redirection to specialized advisors.
- FAQ tab will contain classified topics responses where LGU's can refer for knowledge.
- A log to record changes made on inquiries (Include date and time): Adding comments, changing status.



State of Palestine

Association of Palestinian
Local Authorities

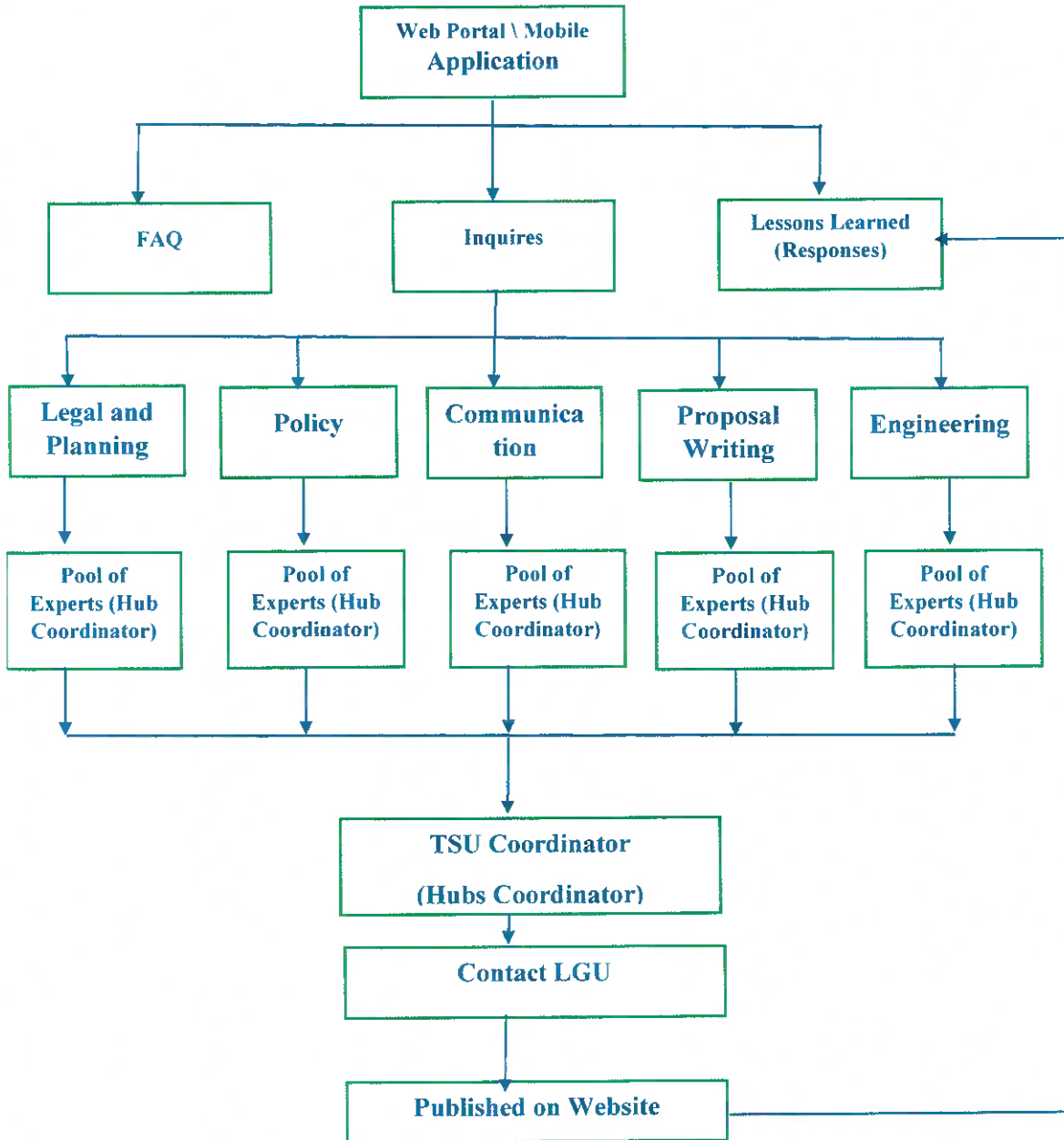


الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

Future workflow of receiving Inquires



State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

3. Objectives of the Electronic Services System (Online Portal):

APLA has established the TSU, and started in resourcing the unit with the required resources, the first phase (Institutionalization phase) is accomplished. Currently APLA is in the realization of the second phase of the TSU, which is the service delivery phase. APLA is seeking to level up its provided services toward more efficient and fast responsive service delivery through the creation of TSU web portal and that will be available to all LGUs and external institutions.

3.1 General Objective:

The main objective of this portal is to “**provide a fast and high responsive mechanism for the requested technical support from APLA’s members, and expand the knowledge sharing experience to the largest audiences**”.

3.2 Specific Objectives of the portal are:

- Provide a steady systematic online service of the TSU.
- Expand the opportunities for the largest possible audiences (LGUs) to access the TSU services.
- Ensure documentation and develop a library for the most needed advice and technical assistant for the LGUs.
- Increase the engagement and inclusion of the LGUs staff in the technical assistance provided by the TSU.
- Strengthening the connections and networking amongst the LGUs in Palestine.
- Advance the integration of the T.H in the TSU.



State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

4. Main Components of the online portal:

- 1- User Profiles: each user of the portal (experts, T.H Coordinators, TSU staff ...) will have a username and password, with different authentications (described later) to have access to the different sections and perform their tasks.
- 2- LGU Profile: each LGU will have a username and password, to grant them access to post their inquiries.
- 3- Discussion Rooms: The users will put their request/ inquiry/ discussion points in a discussion area, the experts shall respond to these requests directly, or create a separate room for discussion among other users of the system (Breakout Rooms). The rooms shall be divided based on the topic (financial, engineering, planning ...), the system admin (T.H Coordinator) shall direct the request to the dedicated room.
- 4- Presentation Section: After closing the discussion, the final response shall be presented to the user who requested the response, and/or to any other selected users, and/or to public.
- 5- Library: For documentation and reports.
- 6- FAQ: Based on the experience, a FAQ shall be available to the system users and public.
- 7- Generate Reports & Bulk Update:
Export inquiries within certain time frame, certain day, week, month, year, and all other filtration options as below:
 - Inquiry Status (All statuses, example: pending, processing, completed, cancelled)
 - Search in inquiries upon selected options.
 - Automated report received twice a week to control all pending and in process orders to check with responsible person for each order separately.
 - Summary of inquiries.
 - Ability to export all generated reports to .xlsx or .csv files.

Important Remarks:

- The T.H Coordinator at APLA and the TSU Manager will have full access to the portal.
- T.H Coordinators, internal and external experts will have access to the portal management system.
- Each LGU will have at least one access (user name and password), to officially place their inquiry.
- APLA shall be able to create accounts user names and passwords anytime.
- Each account shall have different authorization and authentication features, defined and granted by APLA (system Administrator)
- The TSU manager shall approve the response before publishing.



State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

5. Users Matrix:

TSU Web Portal - Operations Matrix					
	TSU Manager	APLA's T.H Coordinator	Hubs Coordinators	External Experts	LGUs
Role\ Duties	<ol style="list-style-type: none">1. supervisory of all actions and contents2. Provide assistance when required3. Member of all breakout room when created4. Gives final approval on inquires results before publishing5. Have access to all data	<ol style="list-style-type: none">1. Supervision of all actions2. Responsible for receiving the inquires & re-direct it for intended consultants3. Responsible for follow-up and creation of communication method of web portal inquires4. Contact the LA for any extra clarification or needed documentation5. Documenting the inquires, results, and publish it in the FAQ section6. Have access to all data7. Responsible for creating extra section when needed8. Updating the data documents, information, or any other publications when needed9. Verification of received data	<ol style="list-style-type: none">1. Provide their expertise once inquires in their field are received (legal, engineering, policy, communication, etc.)2. Lead the discussion of received inquiries3. Provide written feedback4. Provide APLA with needed assistance\expertise\consultant to better discuss the inquire.	<ol style="list-style-type: none">1. Provide their expertise if needed.2. provide written answers3. Part of breakout room when needed.	<ol style="list-style-type: none">1. Provide inquires2. Request services3. Participate in discussion when asked4. Provide data, news, expertise



State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

Account	Yes - Full Access	Yes - Full Access	Yes - Limited Access	Yes - Once needed	Yes - Each local authority will have its own page on the website
Accessibility to Data	Yes - Full Access	Yes - Full Access	Limited access - Limited to the section they are assigned to	Provided with access based on need	Yes, for all the data they upload on their page, inquires
Circulation of Data	Yes	Yes	Yes	Yes - Once provided with access based on need	Yes - Ability to upload data in all formats
Ability to Navigate Between Sections	Yes - Full Access	Yes - Full Access	Yes	No	Yes
Editing	1. Editing on documents\feed back they wrote 2. On shared documents in breakout rooms	1. Editing on documents\ feedback or any upload material that represents APLA 2. On shared documents in breakout rooms 3. Ensure all inquiries will be in APLA format and contains its logo	1. On documents they upload 2. On documents they receive as word format 3. Shared document 4. Response on inquires	Yes - On documents they provide based on task	1. Data on their LA page 2. Data or inquires they provide\upload
Control of Discussion Rooms	Yes	Yes	No	No	No
Data Entry	Yes	Yes	Only uploading documents as result of task	Only uploading documents as result of task	1. Updating their page 2. Uploading documents requesting services 3. Uploading documents as support for their inquires

State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

Data Management	Yes - Full Access	Yes - Full Access	No	No	No
Login \ Password	Yes	Yes	Yes - Will be terminated once they leave their role as coordinators and LA employee, could be transferred as permanent consultant or and outside consultant based on discussion at time of occurrence	Outside experts\consultants will be provided with username and password that will have limited duration that will be decided by TSU manager based on given assignment	Yes - Access to all data that are relevant to their position as local authority
Sections	1. Responsible for determining all needed sections 2. Available to everyone 3. Unlimited Access	1. Responsible for updating the sections 2. follow up with TSU manager on uploaded material 3. Ability to ask\create new sections based on arisen issues\or needs. 4. Unlimited Access	1. General sections 2. Can't request or send inquiry	Will have access to general sections once they have login access only	Have access to all sections



State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

Breakout Discussion Room	1. Accessible once created 2. Participate in all (participate or supervision)	1. Responsible for creating the breakout room based on needs 2. Responsible for ending the breakout room once mission is finished and outcome has been achieved 3. Ability to add needed personal based on task 4. Responsible for managing/moderating the meeting	Have access once invited by the hubs coordinator and based on task	Have access once invited by the hubs coordinator and based on task	Have access once invited by the hubs coordinator and based on task
FAQ	Available	1. Responsible for updating this section once each inquiry/task has been completed 2. Responsible for updating all previous inquires that occurred before the establishment of this web portal 3. Creating sections in FAQ tab based on topic classification	Available	Yes	Available
Publications	Available	Available	Available	Available	Available
Archive	Yes	Yes - responsible for maintaining the archive section and editing	Yes	Yes	Yes



State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

Contact Information APLA & Suggestions	Available	Available	Available	Available	Available
--	-----------	-----------	-----------	-----------	-----------

6. Tasks & Deliverables:

Tasks	Description	Deliverables
Task One: Initiation	<ul style="list-style-type: none">- Meeting with APLA to comprehensively understand the requirements.- Design the Layout of the system.- Update the workplan.	<ul style="list-style-type: none">- Inception Report- Layout Design
Task Two: Development	<ul style="list-style-type: none">- Development of the TSU electronic services system based on the specifications and requirements described in the ToR.- Submission of the system for APLA's revision and testing.- Gathering of the feedback for updates.	<ul style="list-style-type: none">- First version of the system for testing.
Task Three: Functional System	<ul style="list-style-type: none">- Putting the final and modified version of the system in work, experienced, and activated.- Deployment online and final testing.- Final deployment and launching the system.	<ul style="list-style-type: none">- Online TSU electronic services system.
Task Four: Post Development (maintenance and updates)	<ul style="list-style-type: none">- One-year Full technical support including any developments and updates on the developed system, and adding any features or new updates on the components based on feedback during the operation of the system.- The Support shall include:<ul style="list-style-type: none">• Monitor and maintain website system, software, and networks.• Fixing system and troubleshoot problems.• Development of new features/modules based on any new requirement.	<ul style="list-style-type: none">- Up to date system.

Deliverables:

The service provider/ firm will be responsible for the following deliverables:

- A work plan detailing the activities, time frame and milestones for the implementation to be approved by APLA.
- Present the system architecture, specifications and design documents to APLA team, prior to starting the development phase.



State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

- During the development phase, and upon the agreed-upon milestones, to present the system updates to APLA for revision and approval.
- Deliver a full operating TSU electronic services portal.
- Provide 12 months of technical support for APLA (as described below)

Upon the final approval of the deliverables, the service provider shall provide to APLA the source code (open-source code) and a manual about source code (IT-focused).

Timeframe:

The development of the TSU Web Portal shall be done within 3 months from signing the contract.

7. Platform Structure and general requirements

Below are the main requirements for the intended portal, each point must be taken into consideration to the highest level.

- Must be Technology agnostic neutral platform that do compatible with any operating system, DBMS, Browser, Hardware or any control.
- Portal should have the capability to sending emails to registered mail list.
- Capability to archive progress and track versions with logs.
- Social Media integrated / Two Ways integration.
- Embedding of social media (Facebook, Instagram, YouTube).
- The Service Provider must conduct full SEO today's best practices in the system; also, keywords defined in the system can have a higher chance to be retrieved in the first results.

7.1 Design / themes preferences & guidelines

The contractor will be expected to develop the deliverables based on the Global Brand Guidelines and Communications Strategy

- Modern, Unique and creative graphics design, that reflect the latest trends.
- Sections shall be harmonized in terms of design, layout and corporate identity.
- Accessibility tool must be implemented on all website pages.
- Accessible website must benefit everyone, not just those with disabilities; text is more readable, content is better organized, and the design is clean and simple.
- HTML5/CSS3/ JS Front-end technologies.
- Single App application, please advise for the technology that will be used.
- Multilingual (Arabic & English) with the flexibility to add new languages.
- Full Mobile Responsive
- Compatible with all Web Browsers (IE, Firefox, Chrome, Opera, Safari ... etc.)
- Full Dynamic Content / Unlimited Pages.
- Web pages shall comply with W3C standards and be accessible on all major browsers. Access to specific parts of the portal shall be restricted using a password.





7.2 Content Management System (CMS) features

- Must be a robust, high functional and user-friendly Custom developed Content Management System (CMS) that must be running for at least 10 web platforms for local well-known companies or organizations.
- Advance Content Editor, Text Formatting and Spell Checker.
- SEO Optimized / SEO Setup through the CMS (Keywords, Metadata, URLs).
- Dynamic Sitemap.
- Not open-Source Platform.
- One login for all language versions.
- The ability for admin to add/modify/delete blocks and modules and pages.
- Support smart HTML editor with tagging features.
- The admin should be able to create different types of pages templates: website standard templates, plain templates, templates per section.
- Embedding of Google Analytics with information on tracking details and pages and traffic into the platform CMS.
- The ability to manage and manipulate online forms/ applications.
- The ability to send information to predefined email address lists.
- Manage portal users, roles and permissions.
- Media manager, file browser and upload function.
- Easier system support & maintenance.
- Ability to cover specific business needs.
- System, code, and design are our property and completely under our control.
- Optimize system performance.
- The database can be integrated with any third-party systems when needed.
- Generate APIs for all collected data formats.
- APIs integration; APIs provided from different sources could be in different protocols: SOAP, REST, HTML
- Automatic hyperlinking tool, with the possibility to create a knowledge-base through the CMS to serve all portal content automatically.
- The system shall have a search function and user-friendly navigation commands. Furthermore, the web tools developed shall be easy to use and include a customized tracking and tracing tool.
- Ability to change inquiry status from main view for one or more inquiries at once.
- Ability to generate reports represented by infographic templates, with the ability to define new templates to the system.

7.3 Search Criteria

We need a high-quality search functionality all over the portal, whether using free text or filter options. We recommend using Elastic search technology to allow for store, search, and analyze huge volumes of data quickly and in near real-time and give back answers in milliseconds.





7.4 Authentication & authorization schemes

The system will be managed and accessed by all kinds of users with different roles and permissions, as the super admin will be able to define new roles with new access privileges.

7.5 Security / Scalability/ Accessibility measurements

We believe that System security isn't a feature or a benefit – it is a bare necessity, so security is a priority for us from the moment you start writing the first line of code.

- Apply additional secure permissions to the web portal stakeholders;
- Realtime activity logging and log parsing used to watch for intrusions and errors.
- Databases shall be stored redundantly, and nightly backups are kept in a separate, offsite, secure location;
- Security alerts, electronic mailings and site traffic shall be monitored by live data center.
- A comprehensive suite of protection software conducts various intrusion detection tests to protect against port scanning, SYN flood, IP spoofing, and Denial of Service attacks; and,
- Clients must be notified immediately of any security incident or network outage by email.

8. Ongoing Technical Support and Maintenance phase:

The duration of the technical support and maintenance phase is 12 months starting from the launching of the solutions. This support includes at minimum the following:

- Provide ongoing technical support to APLA staff for the duration of 12 months.
- Provide APLA staff and the designated officers who will be selected as experts to provide the support with a comprehensive training on using the solution.
- An Admin / Technical manual, related to core of the code and system configurations.
- Provide
- Check and ensure the database system backup on a regular basis.
- Make sure the plugins / technical tools are up to date, especially in case a framework (programming language / application) is used.
- Conduct regular framework updates.
- Resolve any urgent problems that may occur in the website and maintain its effective and speedy performance.
- Conduct periodic preventive maintenance once every quarter throughout the Contract period.
- Updating modules with the latest versions.
- Applying security patches.
- Updating the existing features of the portal, and developing new features, based on the assessment after operating the portal.



State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

9. Platform Hosting & Infrastructure

The web hosting solution to be adopted shall ensure portal security, reliability and scalability.

The backup and restore procedures must be stated clearly. The Service Provider must specify required hardware and software licenses required to implement, customize or integrate the system with specification for each part of the environment and the needed infrastructure.

The Service Provider must provide an architecture for the platform that will guarantee maximum availability by providing architecture to satisfy this assignment requirements like (load balancing webservers, clustered environment, failover ...) for the front end and back-end layers of the platform, with automatic health checks and different notification capabilities for alerts and critical load threshold.

The service provider shall propose a hosting solution with full specifications to meet the requirements of operating the portal.

10. Suggested Action Plan for the platform development

The following main points provides a guide on the TSU electronic services solution development process expected for this project. A final methodology will be proposed by the selected service provider and shall be approved by APLA.

a) **Review** of the existing Data and information, meeting the relevant stakeholders.

b) **Analysis:**

- Determine and analyse the requirements, analyse the operation schemes of the services provided through TSU, and monitoring and evaluation tools for the solution.
- Design the product's architecture and prepare the Design Document Specification (DDS).
- Plan the process of the system development and milestone deliverables.
- Confirm the final work plan and time schedule.

c) **Development:**

- In collaboration with APLA, working on development and inclusion of all the system requirements.
- Demonstrate a sample of the solution for each phase of the system and check if it meets the requirements.
- Continuous testing for the system in the development phase before delivering final product.

d) **Pilot:**

In the Pilot Phase, the team will test the solution with all the tools and data, to ensure the full functionality of the solution. In addition, training for staff shall be done during this phase.



State of Palestine

Association of Palestinian
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية
Association of Palestinian Local Authorities

دولة فلسطين

الاتحاد الفلسطيني
للهيئات المحلية

- e) **Ongoing technical support, and Maintenance Phase:** after the system is launched, there should be a phase for technical support and maintenance of the system as described earlier.

The assignment will have a duration for (6) calendar months. A proposed timeline of the activities indicating number of working days shall be submitted as part of the Service Provider's detailed workplan in the proposal submitted by the interested applicants.

11. Proposal Guideline

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work. The workplan must demonstrate the sequence of activities and timeframe to complete each task.

Proposal Content:

Interested service providers / firms who has the capability of performing the requested tasks are requested to submit their proposals to APLA. The proposals shall include at minimum the following sections:

Executive Summary:

This section should introduce the entity submitting the proposal, and a summary of the Bidder's proposal written for non-technical personnel.

Company Profile

This section should provide a profile of the Bidder and any partners that form part of the overall proposal. Including but not limited to: Portfolio of experience, evidence of performing similar projects, working team and company's capacity, and C.Vs of the proposed team for implementation.

Proposed Solution

This section should contain a detailed description of the proposed software solution(s). This section shall also include the technologies/ programming languages/ security/ maintenance ... components of the solution.

Proposed Approach, Methodology and Work Plan

This section should cover the proposed methodology and work plan, timeline of implementation, milestones ...

12. Vendors qualifications and experience

The service provider/ firm submitting their proposal shall have a proven experience in similar projects. The company shall have at least 10 years of experience in the field. The proposed team shall have proven background in Computer Science, Software Engineering, Computer System Engineering, Information Management Systems, or other areas relevant for the assignment. The team shall also include UI/UX designers, and user experience expert.

