

**Request for Price Quotation (RFPQ)**  
**“Establish Baladia Meter System”**  
**Reference Code: APLA/UNDP-TEA- RFPQ-02-2024**

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<b>2. Background</b>
<p><b>The Association of Palestinian Local Authorities (APLA)</b>, founded in 1997, 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><b>The United Nations Development Programme (UNDP)</b> implements the programme of “Transparency, Evidence, Efficiency, Effectiveness and Accountability TEA<sup>3</sup>”, and as a part of this programme, UNDP signed a grant agreement with APLA to execute the project of “Enhancing Accountability and Transparency of Palestinian Local Government Units (LGUs) through Public hearing, Baladia IT meter, and Mayor’s forum to address the future of the local government in Palestine”.</p> <p><b>The Baladia Meter System</b></p> <p>APLA and within efforts to enhance transparency, accountability, and citizen engagement within Palestinian local government units (LGUs) is working on establishing Baladia Meter system which is an IT monitoring mechanism designed to enhance monitoring and evaluation procedures for LGUs plans, activities, and achievements. It aims to provide citizens with access to monitor progress and measure satisfaction with municipal behavior. The system focuses on developing and implementing a digital municipality meter, with efforts directed towards its institutionalization through increased interest, action plans, and linkage with obtaining financial support and projects.</p>



### 3. Objective of the RFPQ

#### Main Objective of the Assignment:

To enhance transparent and efficient communication between Local Government Units (LGUs) and citizens, fostering accountability and participation. As well as providing training and accountability sessions.

#### Specific Objectives of the Assignment:

1. Developing of Baladia Meter System according to specifications in attached TOR for 5 pilot municipalities.
2. Establish mechanisms for ongoing monitoring, evaluation, and feedback within Baladia Meter.
3. Enhance data transparency by providing access to performance metrics through Baladia Meter
4. Create accessible channels for citizens to access information and participate in decision-making.

### 4. Tasks, Deliverables, and Timeframe

Task No.	Task Description	Deliverables	Duration
<b>Task 1:</b> Analysis, requirements gathering, and system architecture	<ul style="list-style-type: none"> <li>• Meetings with APLA to understand and clarify the requirements and expectations of the assignment, its intended results, and expected timeframe.</li> <li>• Meeting with LGUs representatives for information and expectations gathering.</li> <li>• Desk review including analysis of similar systems.</li> <li>• Identify system architecture, specifications and requirements.</li> <li>• Update the workplan &amp; methodology.</li> </ul>	<b>Inception report</b> including system architecture, workplan, and methodology	2 Weeks
<b>Task 2:</b> Development, of Baladia Meter System	<p>Develop and launch the “<b>Baladia Meter System</b>” as described in Annex1 (<b>Baladia portal Terms of Reference</b>), this includes:</p> <ul style="list-style-type: none"> <li>• Development of initial the Baladia Meter Portal system, including its layout, internal pages, control panel interface, and CMS.</li> <li>• Testing and benchmarking for the portal, and gathering feedback.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Online Baladia Meter System</b></li> <li>- <b>Source Code</b></li> <li>- <b>Training sessions</b></li> <li>- <b>Operating Manual</b></li> <li>- <b>Report</b></li> </ul>	14 Weeks



	<ul style="list-style-type: none"> <li>Updating the system based on feedback, and finalization of the system and the CMS.</li> <li>Finalization, deployment and launching the system in the selected LGUs.</li> <li>Development of the system user training manual, conduct trainings for APLA and LGUs representatives.</li> <li>Provide annual hosting and technical support solutions.</li> </ul> <p><b>Full details are attached in Annex 1 – TOR.</b></p>		
<b>Task 3:</b> Accountability Public Sessions	<ul style="list-style-type: none"> <li>Presentation of the portal in 5 accountability public sessions by the local communities of the pilot municipalities in their cities.</li> <li>Revise the system -if needed- upon the feedback from these accountability sessions.</li> <li>Final report on the assignment to submit to APLA.</li> </ul>	<ul style="list-style-type: none"> <li><b>- Report on accountability public sessions.</b></li> <li><b>- Final report on the assignment</b></li> </ul>	4 Weeks

**The duration of the assignment is 5 months starting from the date of signing the contract**

## 5. Tender Requirements

### 6.1 Vendor Qualifications

- The company / team submitting their proposal shall demonstrate their proven 10 years-experience in designing, building, and developing data management systems, software solutions, and a perfect experience in managing similar projects.
- The company / team submitting their proposal shall meet the following criteria:
  - Demonstrated expertise in creating evocative 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.
- The company / team members shall have the following:





- A team leader having a specialized university degree and practical experience in Computer Science, Software Engineering, Computer System Engineering, Information Management Systems, or other areas relevant for the assignment.
  - A solid and diversified experience in the specific field of expertise needed, including developing data management systems for I/NGOs;
  - Demonstrable experience and contemporary understanding of local government sector in Palestine;
  - Details of the company's working team as well as the CVs of the proposed team
  - 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 team shall include UI/UX designers and user experience company.
  - 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.
4. The company / team members shall submit in their offer proposed methodology and draft time/work plan for the assignment.

#### **6.2 Selection and Awarding Criteria**

The selection of the company will be based on both technical and financial evaluation; evaluation scores will be distributed as follows:

- Technical Evaluation Criteria 60%
- Financial Evaluation 40%

#### **6.3 Tender Instructions**

##### **A. Vendor must submit the following documents:**

1. Company profile highlighting the qualifications and relevant experience and links to similar previous work, and team's CV's.
2. The financial offer should be submitted by the company/firm separately, it shall include a cost breakdown; this breakdown shall include at minimum the cost per each following point:
  - Consultation and preparation phase.
  - Design and development of the Baladia Meter Portal.
  - Annual hosting and Technical Support
  - Training for APLA & LGUs.
  - Accountability Sessions.
3. The completed RFPQ, including all pages and Annex 1, must be signed and stamped.
4. Valid deduct at source certificate.
5. Bank guarantee, or certified bank check (5% of the total offer).
6. Bank Deposit Slip for RFPQ fees to APLA bank account mentioned below.





الاتحاد الفلسطيني للهيئات المحلية  
Association of Palestinian Local Authorities

United Nations Development Programme  
Programme of Assistance to the Palestinian People  
برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



**B. Special Tender Conditions:**

1. The offer must be in English language only.
2. The prices should be in USD excluding vat (VAT- Exempted).
3. Compensation will only cover the outlined tasks. The vendor is responsible for any additional costs incurred.
4. Bank guarantee, or certified bank check (5% of the total offer) valid for 90 days, should be submitted with RFPQ.
5. Tender advertisement fees are the responsibility of the tender winner.
6. The fees of purchasing the RFPQ is (100 \$) / nonrefundable, and should be paid in APLA Bank Account:  
Name of the Bank: The National Bank – Al-Masyoun Branch  
Account Number: 1006680964  
Name: APLA Fees  
IBAN (USD): PS83TNBC000000000001006680964  
Bank deposit slip for the tender fees is required to be attached with the RFPQ.
7. Offer shall be submitted by hand to APLA office, 2nd floor, Safad Bld., 10 Jabra Al Anqar str., Al Masyoun, Ramallah, Palestine, no later than 23 May 2024 at 3:00 pm, as stated in the tender document.

**6. IDENTIFICATION OF THE FIRM/COMPANY**

Last name, first name (Authorized Signatories)	
Telephone number	
E- Mail address	



### Vendor Declaration:

By submitting this Price Offer, The Company (Company Name) ..... declares renouncing their own (sales) conditions and commits to performing this order in accordance with the provisions of the requested conditions in RFPQ attached, and for the price offered.

Price quotations will be in **USD**.

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

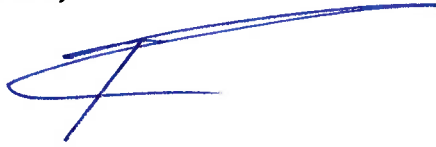
**Certified true and sincere,  
Signature of the Vendor**

\_\_\_\_\_

Date:     /     /

**Financial and Administrative Manager**

**Reem Jaas**



**Executive Director**

**Abdallah Anati**



**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:**

**“Establish Baladia Meter System”**

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State of Palestine

Association of Palestinian  
Local Authorities



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الاتحاد الفلسطيني  
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## 1. Introduction:

### 1.1 About APLA:

**The Association of Palestinian Local Authorities (APLA)** 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.

The Association of Palestinian Local Authorities (APLA), in collaboration with the United Nations Development Programme (UNDP), is initiating a project to enhance transparency, accountability, and citizen engagement within Palestinian local government units (LGUs). As part of this initiative, APLA seeks to develop and implement the Baladia Meter Portal, a digital platform aimed at monitoring LGU performance and fostering public participation in local governance processes.

### 1.2 Baladia Meter Portal:

The proposed Baladia Meter is a digital platform serves as a centralized system for monitoring the performance of Palestinian local government units (LGUs) and fostering citizen engagement in local governance processes.

The General objectives of the Baladia Meter include:

- Enhancing Transparency:** The platform provides accessible and real-time information on LGU activities, decision-making processes, and performance metrics, increasing transparency in local governance.
- Strengthening Accountability:** By facilitating the monitoring and evaluation of LGU performance against established targets and objectives, the Baladia Meter promotes accountability within LGUs.
- Fostering Citizen Engagement:** The platform encourages active participation and engagement of community members in local governance processes, allowing them to voice their opinions, provide feedback, and contribute to decision-making.
- Improving Service Delivery:** By identifying areas for improvement, addressing community needs and priorities, and ensuring effective resource utilization, the Baladia Meter aims to enhance service delivery within LGUs.

The Baladia Meter system comprises various components, including an admin section, municipalities user section and public/ visitor section. These components enable LGUs to input and





update data related to their plans, activities, and achievements, monitor progress towards goals and targets, generate reports and visualizations, and engage with residents through interactive tools and communication channels.

Overall, the Baladia Meter plays a crucial role in promoting transparency, accountability, and citizen engagement in Palestinian local governance, ultimately contributing to the improvement of public services and the overall well-being of Palestinian citizens.

## 2. Objectives of developing Baladia Meter System:

The Baladia Meter system is a comprehensive digital platform designed to revolutionize municipal governance and citizen engagement across various municipalities. At its core, the system aims to facilitate transparent and efficient communication between municipalities and residents while promoting accountability and participation in local decision-making processes.

**Expectations and Results:** By developing the Baladia Meter system, municipalities anticipate several transformative outcomes. Firstly, the system will enhance transparency by providing citizens with access to real-time updates on municipal projects, budgets, and performance metrics. This transparency fosters trust between municipalities and residents, leading to stronger community relationships and increased civic engagement.

Moreover, the system is expected to improve operational efficiency within municipalities by streamlining processes such as project management, data collection, and public feedback analysis. This efficiency translates into cost savings, resource optimization, and better service delivery for residents.

**Target Groups:** The primary target groups for the Baladia Meter system include:

1. **Municipalities:** To streamline internal operations, improve service delivery, and enhance communication with constituents. **(Current phase, is pilot in 5 municipalities only).**
2. **Residents:** To access timely information, provide feedback, and participate in local governance processes.
3. **Government Officials:** To monitor municipal performance, track progress on key initiatives, and make data-driven decisions.
4. **Civil Society Organizations:** To advocate for transparency, accountability, and citizen participation in municipal affairs.

**Short and Long-Term Outcomes:** In the short term, the implementation of the Baladia Meter system is expected to result in:

- Increased awareness among residents about municipal activities and initiatives.





- Improved data collection and analysis capabilities for municipalities.
- Enhanced collaboration between municipalities and citizens in addressing local challenges.

In the long term, the Baladia Meter system aims to achieve:

- Sustainable improvements in municipal governance practices.
- Greater citizen satisfaction with municipal services and decision-making processes.
- Strengthened democratic institutions and participatory democracy at the local level.

## 2.1 Specific Objectives of the Baladia Meter System:

1. **Implementing a Robust Monitoring System:** Develop and deploy a comprehensive monitoring mechanism within the Baladia Meter to systematically track and assess the progress of local government unit (LGU) plans, initiatives, and services. This includes monitoring the execution status of planned projects and services delivered by LGUs.
2. **Fostering Active Citizen Engagement:** Establish interactive features within the Baladia Meter to actively involve citizens in local governance activities. This involves creating accessible channels for citizens to access information, provide feedback, and participate in decision-making processes regarding LGU activities and services.
3. **Ensuring Transparent Data Access:** Enhance data transparency within LGU operations by providing real-time access to performance metrics and indicators through the Baladia Meter. This includes making information about LGU activities, budgets, and service delivery easily accessible and understandable to citizens and stakeholders.
4. **Enforcing Accountability Measures:** Develop accountability mechanisms within the Baladia Meter to hold LGUs responsible for their actions and decisions. This includes setting clear performance metrics, benchmarks, and targets for LGUs to measure their progress and outcomes. Additionally, ensure LGUs are responsive to citizen inquiries and feedback via the platform.
5. **Supporting Informed Decision-Making:** Provide LGUs with actionable insights and analysis derived from data collected within the Baladia Meter to facilitate informed decision-making and strategic planning. This involves presenting data in visual formats, such as charts and graphs, to aid LGU officials and stakeholders in understanding and interpreting information effectively.
6. **Facilitating Collaboration and Knowledge Sharing:** Promote collaboration and knowledge exchange among LGUs by offering a platform within the Baladia Meter for sharing best practices, lessons learned, and innovative solutions. This includes creating forums, discussion boards, and resource libraries where LGUs can share experiences and ideas to enhance their performance and service delivery.
7. **Enhancing Platform Accessibility and Usability:** Ensure that the Baladia Meter platform is user-friendly and accessible to LGU staff, citizens, and stakeholders. This involves





designing intuitive interfaces, providing multilingual support, and optimizing the platform for various devices such as computers, tablets, and smartphones.

8. **Encouraging Continuous Improvement:** Establish mechanisms within the Baladia Meter for ongoing monitoring, evaluation, and feedback to identify areas for enhancement. This includes soliciting user feedback, conducting regular assessments of platform functionality and performance, and implementing updates and improvements as necessary to ensure the platform effectively supports local governance initiatives.

## 2.2 Scope of Work:

The scope of work for developing the Baladia Meter web portal system encompasses several key tasks and deliverables. Here's an overview:

### 1. Requirements Gathering:

- Conduct meetings with stakeholders, including APLA, UNDP, and representatives from local government units, to gather requirements and understand the objectives of the Baladia Meter system.

### 2. System Design:

- Develop a comprehensive design document specifying the architecture, functionalities, and technical specifications of the web portal system.
- Plan the system development process, identifying key milestones, deliverables, and timelines.

### 3. Development:

- Design and develop the user interface (UI) and user experience (UX) of the web portal, ensuring user-friendly navigation and accessibility for all stakeholders.
- Implement the Baladia Meter IT monitoring mechanism into the portal infrastructure to enable real-time data collection, analysis, and reporting.
- Develop backend functionalities to support data management, user authentication, and access control.

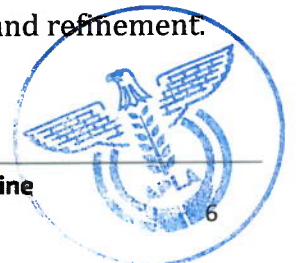
### 4. Testing:

- Conduct thorough testing of the web portal system to ensure functionality, usability, and security.
- Perform user acceptance testing (UAT) with representatives from local government units to validate the system against their requirements and expectations.

### 5. Pilot Implementation:

- Pilot test the web portal system in select local government units to assess its functionality, usability, and effectiveness in addressing local governance challenges.
- Gather feedback from pilot users to identify areas for improvement and refinement.

### 6. Training and Documentation:





- Provide comprehensive training sessions for LGU staff and stakeholders on how to use the web portal system, including data entry procedures, reporting mechanisms, and administrative tasks.
- Develop user manuals, technical documentation, and training materials to support the implementation and usage of the system.

**7. Deployment:**

- Deploy the web portal system in production environments, ensuring scalability, reliability, and security.
- Monitor the deployment process to address any issues or challenges that may arise during the transition to live operation.

**8. Post-Deployment Support:**

- Provide ongoing technical support and maintenance services to address any issues, bugs, or performance issues that may arise after deployment.
- Implement software updates and patches as needed to ensure the security and stability of the system.

**9. Evaluation and Feedback:**

- Collect feedback from users and stakeholders on their experience with the web portal system.
- Evaluate the system's performance against project objectives and success criteria, making recommendations for further improvements or enhancements.





### 3. Baladia Meter System Specifications:

#### 3.1 Main Sections of the System:

##### 1. Admin Section:

- **Purpose:**
  - The Admin Section serves as the central control hub for overseeing and managing the entire Baladia Meter system.
  - It is designed to facilitate administrative tasks, ensure system integrity, and provide support to users across the platform.
- **Functionality:**
  - **User Management:** Admins can add, remove, or modify user accounts, as well as define permissions and roles for different user groups.
  - **Content Approval:** Admins review and approve content submitted by municipalities before it is published on the portal, ensuring accuracy and compliance.
  - **Reporting and Analytics:** Admins have access to reporting and analytics tools to monitor system usage, track performance metrics, and gather user feedback.
  - **System Configuration:** Admins can configure system settings, manage data, and customize the platform to meet the needs of users and stakeholders.
- **Requirements:**
  - Secure authentication and authorization mechanisms to ensure only authorized personnel access administrative functionalities.
  - Robust data management capabilities to handle user accounts, permissions, system settings, and reporting functionalities.
  - Integration with analytics tools for tracking system usage, performance metrics, and user feedback.
  - Logging and auditing functionalities to track admin activities for accountability and security purposes.
- **Procedures:**
  - Admins log in using their credentials and are presented with a dashboard providing an overview of system operations and performance metrics.
  - They can manage user accounts by adding, removing, or modifying user permissions and roles as needed.
  - Access to reporting and analytics tools allows admins to monitor system usage, performance metrics, and user feedback.
  - Admins can review and approve content submitted by municipalities before publishing it on the portal.
- **Authentication Requirements:**





- Admins authenticate themselves using secure credentials (e.g., username/password, two-factor authentication) to access the admin section.
- Strong password policies and authentication protocols should be enforced to enhance security.
- **Access:**
  - Access to the admin section is restricted to designated administrators with the necessary permissions and roles.
  - Role-based access control (RBAC) may be implemented to manage access levels based on job roles and responsibilities.
  - Audit logs are maintained to track admin activities and changes made within the admin section for accountability purposes.

## 2. Municipalities User Section:

- **Purpose:**
  - The Municipalities User Section is designed to empower representatives from local government units (LGUs) to actively engage with constituents and manage their municipality's information on the Baladia Meter portal.
  - It enables municipalities to share updates, track progress on initiatives, and gather feedback from citizens.
- **Functionality:**
  - **Data Input and Management:** Municipality representatives can input and update data related to their plans, activities, and achievements, including creating and managing meters, articles, and polls.
  - **Communication and Collaboration:** The section provides tools for municipalities to communicate with constituents, share information, and collaborate with other LGUs.
  - **Performance Monitoring:** Municipality representatives can monitor progress towards goals and objectives, track key performance indicators, and assess the impact of municipal initiatives.
- **Requirements:**
  - User-friendly interfaces for municipalities to input and update data related to their plans, activities, and achievements.
  - Functionalities for municipalities to create and manage meters, articles, and polls to engage with constituents effectively.
  - Collaboration tools and communication channels for municipalities to share best practices and collaborate with other LGUs.
  - Integration with mapping and data visualization tools to represent data effectively.
- **Procedures:**





- Municipality representatives log in using their credentials and access their user section.
- They can create and manage meters to track progress on specific initiatives or objectives, which may require approval from administrators.
- Municipality representatives can compose articles to inform constituents about important updates, events, or announcements and publish them directly on the portal.
- They can conduct polls to gather feedback or opinions from constituents on specific issues or topics.
- Integration with mapping and data visualization tools allows municipalities to present data effectively.
- **Authentication Requirements:**
  - Municipality representatives authenticate themselves using secure credentials to access their user section.
  - Multi-factor authentication (MFA) may be implemented for additional security.
- **Access:**
  - Access to the municipality's user section is restricted to authorized representatives from local government units.
  - Role-based access control (RBAC) is applied to manage access levels based on the roles and responsibilities of municipality representatives.

### 3. Visitor Section:

- **Purpose:**
  - The Visitor Section is designed to provide citizens, stakeholders, and the general public with access to information about municipal developments, policies, and events.
  - It serves as a platform for citizens to learn about local governance, provide feedback on municipal services, and engage with their communities.
- **Functionality:**
  - **Information Access:** Visitors can access news updates, strategic plans, ongoing activities, and key performance indicators from member municipalities.
  - **Feedback Mechanisms:** Visitors have the opportunity to provide feedback on municipal services, express opinions, and contribute to decision-making processes through designated channels.
  - **Education and Awareness:** The section offers educational resources and materials to inform visitors about the purpose and benefits of the Baladia Meter system, promoting transparency and civic engagement.
- **Requirements:**





- Intuitive interfaces providing easy access to information for citizens and stakeholders.
- Mechanisms for citizens to provide feedback on municipal services and engage with LGUs.
- Educational resources and materials to inform visitors about the purpose and benefits of the Baladia Meter system.
- Integration with social media platforms to facilitate sharing of information.
- **Procedures:**
  - Visitors access the portal and navigate to the visitor section to access select information about municipal developments, policies, and events.
  - They can provide feedback on municipal services through designated feedback mechanisms.
  - Educational resources and materials are available for visitors to learn about the Baladia Meter system and its benefits.
  - Integration with social media platforms allows visitors to share information with their networks.
- **Authentication Requirements:**
  - Authentication may not be required for visitors accessing the visitor section, as it primarily provides public-facing information.
  - However, captcha or other verification mechanisms may be implemented to prevent abuse or spam.
- **Access:**
  - Access to the visitor section is open to the public, allowing citizens and stakeholders to access information without authentication.
  - Certain interactive features, such as providing feedback, may require users to verify their identity or complete a captcha to prevent abuse.

### 3.2 Baladia Meter Components:

#### Public Pages:

1. **News Updates:** This section will include a dynamic feed of news articles and updates related to municipal developments, policies, and events. Users can stay informed about recent happenings in their communities, fostering transparency and awareness. Additionally, users can filter news based on categories such as infrastructure projects, community events, or policy announcements.
2. **Strategic Plans:** Member municipalities will have dedicated spaces to outline their long-term strategic plans and objectives for community advancement. These plans will detail key priorities, initiatives, and milestones, providing constituents with insights into municipal goals and vision. Users can explore strategic plans through interactive timelines, maps, and



infographics, allowing for a comprehensive understanding of municipal priorities and strategies.

- Ongoing Activities:** Detailed descriptions and progress updates of ongoing projects, programs, and activities within member municipalities will be featured here. Users can track the status of various initiatives and projects, promoting accountability and engagement. Additionally, users can access multimedia content such as photos, videos, and progress reports to gain a deeper understanding of ongoing activities and their impact on the community.
- Key Performance Indicators (KPIs):** Visual representations of key performance indicators (KPIs) will be showcased in this section. Graphs, charts, and progress meters will illustrate metrics such as service delivery rates, infrastructure development, and citizen satisfaction, enabling users to assess municipal performance effectively. Users can customize KPI dashboards based on their preferences and interests, allowing for personalized insights into municipal performance metrics.
- Media Gallery:** This section will feature a multimedia gallery showcasing photos, videos, and other visual content related to municipal events, projects, and initiatives. Users can browse through a collection of multimedia content, providing them with a visual overview of municipal activities and accomplishments. Additionally, users can contribute their own media content, fostering community engagement and collaboration.
- About:** This section will provide an overview of the Baladia Meter Portal, its purpose, and objectives. Users can learn about the platform's mission, vision, and key features, fostering understanding and engagement. Additionally, the About section will include information about the founding organization, partners, and stakeholders involved in the development and maintenance of the portal.
- Contact:** Users can contact the portal administrators or support team for assistance, feedback, or inquiries. Contact information such as email addresses, phone numbers, and physical addresses will be provided, enabling users to reach out to the appropriate channels for assistance. Additionally, users can submit feedback or suggestions through an online contact form, fostering communication and collaboration between users and administrators.
- Terms of Use:** This section will outline the terms and conditions governing the use of the Baladia Meter Portal. Users must agree to these terms before accessing or using the platform, ensuring legal compliance and user accountability. The Terms of Use will cover topics such as user rights and responsibilities, data privacy and security, intellectual property rights, and dispute resolution mechanisms.
- Events Calendar:** A calendar of upcoming events, meetings, and workshops related to municipal affairs will be featured in this section. Users can stay informed about community events, initiatives, and opportunities for engagement, enabling them to participate actively in local governance processes. Additionally, users can filter events based on location, date, or topic of interest, ensuring relevance and accessibility.





10. **Resource Library:** This section will serve as a repository of resources, documents, and reports related to municipal governance and community development. Users can access educational materials, research studies, and best practices guides to deepen their understanding of local issues and solutions. Additionally, municipalities can share relevant resources and publications with constituents, promoting knowledge sharing and collaboration.

### Municipalities Pages:

1. **Meter Creation:** Municipalities will be equipped with a user-friendly interface dedicated to creating and managing meters. This functionality allows municipalities to track the progress of specific projects or objectives in real-time. Through the interface, municipalities can input relevant data, set targets, and update progress dynamically. The flexibility of the system enables municipalities to customize meter templates based on the nature of the project or initiative being tracked, ensuring adaptability and relevance.
2. **Article Publication:** Municipalities have the capability to publish articles and updates aimed at informing constituents about local news, events, and initiatives. This section serves as a platform for municipalities to share updates on community projects, highlight achievements, and provide insights into municipal decision-making processes. To enhance engagement and communication, municipalities can incorporate multimedia content such as interactive maps, infographics, and podcasts, catering to diverse user preferences and enhancing information dissemination.
3. **Poll Creation:** Municipalities can utilize the poll creation feature to gather feedback from residents on various issues and topics. The platform allows municipalities to design polls with multiple-choice questions or open-ended responses, providing a comprehensive understanding of public sentiment and preferences. Poll results are displayed in real-time, enabling municipalities to analyze feedback promptly and make data-driven decisions. Additionally, municipalities can schedule polls strategically to coincide with specific events or initiatives, maximizing user participation and engagement.
4. **Community Engagement:** Interactive tools such as forums, discussion boards, and social media integration are available to facilitate dialogue and collaboration between municipalities and residents. Constituents are encouraged to participate in discussions, pose questions, and share feedback, fostering a sense of community engagement and empowerment. Furthermore, municipalities can organize virtual town hall meetings, webinars, and online surveys to solicit input from residents on key issues and decisions, ensuring inclusivity and transparency in the decision-making process.
5. **Media Gallery:** Municipalities can showcase multimedia content such as images, videos, and presentations related to community events, projects, and achievements. The media gallery provides constituents with visual insights into municipal initiatives, enhancing engagement





and communication. Municipalities can organize media content into categories or albums for easy navigation and exploration, allowing users to access relevant visuals quickly.

6. **About Municipality:** This section provides an overview of the municipality, including its history, demographics, and key achievements. Municipalities can share information about their mission, vision, and core values, as well as details about their organizational structure and leadership. This helps constituents understand the municipality's role and priorities, fostering transparency and accountability in local governance.
7. **Contact Information:** Constituents can access contact details for municipal offices, departments, and officials through this section. Municipalities can provide phone numbers, email addresses, and physical addresses for different points of contact, enabling constituents to reach out with inquiries, feedback, or requests for assistance. Additionally, municipalities can include links to online contact forms or customer service portals for convenient communication.
8. **Events Calendar:** Municipalities can maintain an events calendar to inform constituents about upcoming community events, meetings, and public hearings. The calendar can feature details such as event dates, times, locations, and descriptions, allowing constituents to plan their participation accordingly. Municipalities can also provide options for users to RSVP or register for events online, facilitating attendance tracking and logistics planning.

## Admin Page:

### 1. Municipality Profile Creation:

- **Profile Setup:** Administrators initiate the creation of municipality profiles by inputting essential details such as the official name, contact information, physical address, and logo.
- **Profile Customization:** Each municipality profile is tailored to reflect its unique identity and goals. Customization options include adding a brief overview, mission statement, vision, and core values.
- **Representative Assignment:** Administrators assign authorized representatives, such as elected officials or administrative staff, to manage each municipality profile and engage with the portal.
- **Access Control:** Access permissions for municipality representatives are configured based on their roles and responsibilities. Different levels of access are granted to portal features, content creation tools, and administrative controls.
- **Review and Approval:** Before finalizing a municipality profile, administrators review the provided information for accuracy and compliance with platform guidelines. Once approved, the municipality profile becomes accessible to authorized representatives for further management.

### 2. User Management:





- Administrators have robust tools for managing user accounts, roles, and permissions efficiently:
  - **Adding New Users:** New user accounts can be created within the portal, providing access to authorized personnel.
  - **Role Assignment:** Users are assigned different roles based on their responsibilities within the organization, such as administrators, editors, moderators, and standard users.
  - **Profile Updates:** Administrators can update user profiles with accurate information to maintain clarity and consistency.
  - **Account Deactivation:** When necessary, administrators can deactivate user accounts to revoke access and ensure portal security.
  - **Customized Permissions:** Administrators customize user permissions according to organizational needs, defining access levels to portal features and functionalities.

### 3. Content Review:

- Administrators oversee the review and approval process for submitted content to maintain quality and adherence to platform guidelines:
  - **Quality Assurance:** Content undergoes scrutiny to ensure accuracy, relevance, and appropriateness.
  - **Editing and Rejection:** Content that does not meet standards may be edited or rejected, with feedback provided to content creators for improvement.
  - **Audit Trail:** An audit trail feature tracks content submissions, revisions, and approvals, enhancing accountability and transparency in the content review process.

### 4. Performance Monitoring:

- Administrators monitor portal performance and user engagement metrics using comprehensive tools:
  - **Website Traffic Analysis:** Metrics such as page views, unique visitors, and session duration are tracked to assess portal popularity and reach.
  - **User Demographics:** Data on user age, gender, location, and device type provides insights into audience composition and behavior.
  - **Content Popularity:** Analysis of content types, topics, and formats identifies trends and user preferences.
  - **Custom Reports and Analytics Dashboards:** Custom reports and analytics dashboards visualize data trends and patterns, facilitating data-driven decision-making and strategic planning.

### 5. Data Analysis:

- Advanced data analysis techniques are employed to extract actionable insights from user data:





- **Trend Identification:** Analysis tools identify trends and patterns in user behavior, content consumption, and engagement levels.
- **Sentiment Analysis:** Sentiment analysis gauges public perception and sentiment towards municipal initiatives and policies, informing targeted communication and engagement strategies to address community concerns effectively.

#### 6. Media Management:

- Administrators oversee the management of media content, including images, videos, documents, and other multimedia assets uploaded to the portal. They ensure that media content complies with platform guidelines and standards, and may review, approve, or remove media content as needed to maintain platform integrity.

#### 7. Feedback and Support:

- Administrators provide support and assistance to users and municipalities using the portal. They address user inquiries, troubleshoot technical issues, and provide guidance on platform usage. Additionally, administrators collect user feedback and suggestions for improving the portal and may implement enhancements based on user input.

#### 8. Security and Access Control:

- Administrators are responsible for ensuring the security of the portal and implementing access control measures to protect sensitive data and prevent unauthorized access. They may configure security settings, manage user authentication methods, and monitor for potential security threats or breaches.

#### 9. Platform Configuration and Customization:

- Administrators have the ability to configure and customize various aspects of the portal, including layout, design, navigation, and user interface elements. They may customize portal settings, themes, and branding to align with organizational branding guidelines and user preferences.

#### 10. Integration and Third-Party Services:

- Administrators may integrate third-party services, applications, or APIs to enhance portal functionality and provide additional features to users and municipalities. They manage integrations, configure settings, and ensure seamless interoperability between the portal and external systems.





3.3 Roles Matrix:

Baladia Meter Portal			
#	Admin (APLA)	User (Municipalities)	Visitor (Public Citizen)
Roles and Duties	<ol style="list-style-type: none"> <li>1. APLA will be responsible for approving the registration of new user accounts (Municipalities)</li> <li>2. APLA will be responsible for the approval of uploaded data by the user before being published on the portal</li> <li>3. APLA will have access to provide permissions and roles for different users.</li> <li>4. APLA will have a sole access for the generation of reports from data collected through the portal.</li> <li>5. APLA is responsible to verify the uploaded data by users to portal before being published</li> </ol>	<ol style="list-style-type: none"> <li>1. Municipalities are responsible to upload and update their data on their municipalities section</li> <li>2. Municipalities controls what data shall be visible for the public.</li> <li>3. Municipalities shall provide verification documents of uploaded data.</li> </ol>	<ol style="list-style-type: none"> <li>1. Visitors can only view what is published by the municipalities and approved by APLA.</li> </ol>
Manage Accounts & Registration	<ol style="list-style-type: none"> <li>1. APLA is responsible for the creation and approval of registration for new accounts</li> </ol>	<ol style="list-style-type: none"> <li>1. Municipalities can request user account only</li> </ol>	<ol style="list-style-type: none"> <li>No accounts for the public, only view status of what's approved for publishing.</li> </ol>





Data Entry\Upload\Updates	No data entry is allowed	1. Responsible for uploading data 2. Responsible for updating existing data 3. Responsible to keep track of their data	No access, view only.
Data Change\Delete	Not Allowed	Not Allowed	Not Allowed
Accessibility to Data	1. Authorized to view all uploaded data by municipalities 2. Access to all generated reports by the portal	1. Access to uploaded data for each municipality section of Baladia Portal 2. Access as visitor to other municipalities	1. Only what is approved by APLA and uploaded by municipalities
Data Showcase	No control for APLA	Municipalities decide what data will be viewed by visitors and which will be kept internally	No control
Data Approval	1. APLA to approve all documents to be published 2. APLA right to ask for document verification before approval of publishing	Municipalities shall provide all supported documents asked by APLA for data approval	No control
Sections\Names	APLA is responsible for editing\add\delete sections as sole responsible for managing the platform	No Control	No control





#### 4. Technical Requirements for Baladia Meter System:

##### I. Design and Theme Preferences:

- Develop a modern, unique, and creative graphics design aligned with the Global Brand Guidelines and Communications Strategy.
- Ensure the site structure is parameterized for future development and addition of new features.
- Harmonize sections in terms of design, layout, and corporate identity.
- Implement accessibility tools on all website pages to benefit all users.
- Utilize HTML5/CSS3/JS for front-end development.
- Consider Single Page Application (SPA) architecture for enhanced performance.
- Support multilingual content (Arabic & English) with flexibility for additional languages.
- Ensure full mobile responsiveness and compatibility with all web browsers.
- Enable dynamic content management with unlimited pages.
- Incorporate photo galleries, video galleries with uploader & YouTube integration.
- Implement search engine optimization (SEO) best practices for improved visibility.
- Secure web pages compliant with W3C standards and accessible across major browsers.
- Restrict access to specific portal parts using password protection.

##### II. Content Management System (CMS) Features:

- Develop a robust, high-functional, and user-friendly custom CMS for content management.
- Use the same CMS for both showcase website and web platform, with APLA having super admin control.
- Provide an advanced content editor, text formatting, and spell checker.
- Optimize content for SEO with dynamic sitemap generation and metadata management.
- Automatically optimize uploaded images (cropping and resizing).
- Utilize PHP MYSQL MVC for web platform CMS development.
- Implement one-login access for all language versions.
- Enable admin to manage and customize blocks, modules, and pages.
- Support smart HTML editor with tagging features.
- Allow creation of different page templates and menu management.
- Embed Google Analytics for tracking and reporting.
- Manage online forms/applications and send alerts via email.
- Facilitate user management, role assignment, and permission control.
- Provide media manager, file browser, and upload functions.
- Ensure scalability, customization, and ease of system support and maintenance.
- Enable integration with third-party systems and generate APIs for data formats.
- Implement search function, user-friendly navigation, and customizable tracking tools.





- Support report generation with infographic templates and customizable reporting options.

### III. Members Data Presentation Schemes:

- Implement a standardized data exchange format compatible with Baladia Meter requirements.
- Utilize a robust Data Management System (DMS) to facilitate efficient publishing, editing, and maintenance of data from a centralized interface.
- Enable multiple contributors and administrators to manage databases, allowing tasks such as data insertion, validation, editing, and reporting.
- Handle significant data volumes related to municipal metrics, including various parameters and indicators tracked by the Baladia Meter.
- Ensure adherence to best practices for data management, focusing on accuracy, consistency, and accessibility to support informed decision-making at the municipal level.
- Incorporate intuitive data visualization tools to present Baladia Meter metrics effectively, including graphs, charts, and interactive dashboards, enhancing the accessibility and comprehension of municipal performance data.

### IV. Search Criteria:

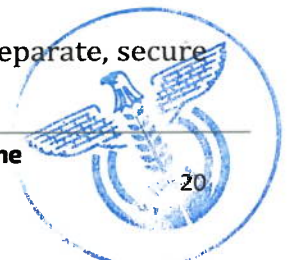
- Implement a robust search functionality across the Baladia Meter platform, allowing users to perform searches using free text or filter options.
- Utilize Elasticsearch technology to efficiently store, search, and analyze large volumes of data in near real-time, providing quick responses to user queries within milliseconds.

### V. Authentication & Authorization Schemes:

- Enable comprehensive authentication and authorization mechanisms to manage user access and permissions effectively.
- The system will accommodate users with varying roles and privileges, with the super admin empowered to define new roles and access levels as needed.

### VI. Security, Scalability, Accessibility Measurements:

- Prioritize system security as a fundamental requirement throughout the development process.
- Implement additional secure permissions for stakeholders accessing the web platform.
- Utilize real-time activity logging and log parsing to monitor for intrusions and errors, enhancing security measures.
- Ensure redundancy in database storage and maintain nightly backups in a separate, secure offsite location to mitigate data loss risks.





- Monitor security alerts, electronic mailings, and site traffic through live data center monitoring.
- Employ a comprehensive suite of protection software to conduct intrusion detection tests, safeguarding against various cyber threats such as port scanning, SYN flood, IP spoofing, and Denial of Service attacks.
- Establish protocols for immediate client notification in the event of a security incident or network outage, utilizing email communication for timely alerts.

### Platform Hosting & Infrastructure:

The hosting solution for the Baladia Meter platform must prioritize security, reliability, and scalability to ensure optimal performance. The service provider shall propose a hosting solution with full specifications to meet the requirements of operating the portal. Key considerations include:

#### 1. Security Measures:

- Implement robust security measures to safeguard the platform against potential threats and vulnerabilities.
- Utilize encryption protocols and firewalls to protect data integrity and prevent unauthorized access.
- Conduct regular security audits and updates to address emerging risks and vulnerabilities.

#### 2. Reliability and Scalability:

- Ensure high availability and scalability to accommodate growing user demands and traffic spikes.
- Implement redundancy and failover mechanisms to minimize downtime and ensure continuous operation.
- Employ load balancing techniques to distribute traffic evenly across servers and prevent overload.

#### 3. Backup and Restore Procedures:

- Define clear backup and restore procedures to facilitate data recovery in case of system failure or data loss.
- Regularly schedule automated backups and store them in secure offsite locations to mitigate risks associated with hardware failure or disasters.

#### 4. Hardware and Software Requirements:

- Specify the hardware and software licenses required to implement, customize, or integrate the platform effectively.
- Detail the specifications for each component of the infrastructure, including servers, storage systems, networking equipment, and software dependencies.

#### 5. Architecture Design:



**State of Palestine**

Association of Palestinian  
Local Authorities



الاتحاد الفلسطيني للهيئات المحلية  
Association of Palestinian Local Authorities

**دولة فلسطين**

الاتحاد الفلسطيني  
للهيئات المحلية

- Design an architecture that maximizes availability and performance across both front-end and back-end layers.
- Implement load balancing mechanisms, clustered environments, and failover configurations to ensure seamless operation and minimal downtime.
- Incorporate automatic health checks and notification capabilities to detect and respond to system issues promptly.
- Define critical load thresholds and establish alert mechanisms to notify administrators of potential performance bottlenecks or system failures.





## 5. Technical Support and Maintenance phase:

The duration of the technical support and maintenance phase is 3 months FREE, 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 3 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.

## 6. Time line:

The assignment will have a duration for 4 calendar months. A proposed timeline of the activities shall be submitted as part of the Service Provider's detailed workplan in the proposal submitted by the interested applicants.





## 7. Tasks &amp; Deliverables:

Tasks	Description	Deliverables
<b><u>Task One:</u></b> <b>Analysis and requirements gathering</b>	<ul style="list-style-type: none"> <li>- Meeting with APLA to comprehensively understand the requirements.</li> <li>- Meeting with LGUs representatives for information and expectations gathering.</li> <li>- Analyze similar systems.</li> <li>- Identify system architecture, specifications and requirements.</li> <li>- Update the workplan.</li> </ul>	<ul style="list-style-type: none"> <li>- Inception Report</li> </ul>
<b><u>Task Two:</u></b> <b>System layout design and Development</b>	<ul style="list-style-type: none"> <li>- Design the Layout of the system.</li> <li>- Design the internal pages and control panel interface.</li> <li>- Development of the Baladia Meter Portal based on the specifications and requirements described in the ToR.</li> <li>- Development of the CMS.</li> <li>- Presentation for the system to APLA for revision and testing.</li> <li>- Gathering of the feedback for updates.</li> </ul>	<ul style="list-style-type: none"> <li>- System design.</li> <li>- First version of the system for testing.</li> </ul>
<b><u>Task Three:</u></b> <b>Functional System</b>	<ul style="list-style-type: none"> <li>- Update the system based on the feedback.</li> <li>- Putting the final and modified version of the system in work, experienced, and activated.</li> <li>- Deployment online and final testing.</li> <li>- Final deployment and launching the system.</li> <li>- Provide APLA with open-source code of the system.</li> </ul>	<ul style="list-style-type: none"> <li>- Online Baladia Meter System.</li> <li>- Open-Source code.</li> </ul>
<b><u>Task Four:</u></b> <b>Training</b>	<ul style="list-style-type: none"> <li>- Prepare training manual for the system users.</li> <li>- Train APLA on system management.</li> <li>- Train municipalities representatives on the system use.</li> <li>- Prepare training report.</li> </ul>	<ul style="list-style-type: none"> <li>- Training Manual</li> <li>- Training Report</li> </ul>
<b><u>Task Five:</u></b> <b>Post Development (maintenance and updates)</b>	<ul style="list-style-type: none"> <li>- Three months free 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.</li> <li>- The Support shall include: <ol style="list-style-type: none"> <li>1. Monitor and maintain website system, software, and networks.</li> <li>2. Fixing system and troubleshoot problems.</li> </ol> </li> </ul>	Up to date system.





	3. Development of new features/modules based on any new requirement.	
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**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.
- 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 Baladia Meter portal.
- Provide 3 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).

**8. Proposal Guideline:**

The Service Provider is required to outline how it will meet the requirements outlined in the Request for Price Quotation (RFPQ), providing a comprehensive description of the essential performance criteria, reporting procedures, and quality assurance measures to be implemented. It should demonstrate that the proposed methodology is suitable for the local conditions and context of the project. The work plan should outline the sequence of activities and the timeframe for completing each task.

**Proposal Structure:**

Interested service providers or firms capable of fulfilling the specified tasks are invited to submit their proposals to APLA. Proposals must include, at minimum, the following sections:

**Executive Summary:**

This section should introduce the entity submitting the proposal and provide a summary of the proposal tailored for non-technical personnel.

**Company Profile:**

The Company Profile section should offer an overview of the bidding entity and any collaborating partners. It should include a portfolio of relevant experience, evidence of past performance on similar projects, details of the working team and the company's capacity, as well as the CVs of the proposed team members for implementation.

**Proposed Solution:**

This section should provide a detailed description of the proposed software solution(s), including the technologies, programming languages, security measures, maintenance plans, and other relevant components.

**Proposed Approach, Methodology, and Work Plan:**



This section should outline the proposed methodology and work plan, including the implementation timeline, key milestones, and other pertinent details.

**Proposed Hosting solution:**

This section should outline the proposed hosting requirements and infrastructure with full specifications to meet the requirements of operating the portal.

**Proposed post development support:**

This section should outline the proposal for an annual technical support for the system, in terms of SLA annual agreement.

**9. Qualifications and Experience of Vendors**

The service provider or firm submitting their proposal must demonstrate a proven track record of executing similar projects successfully. It is required that the company possesses a minimum of 10 years of experience in the relevant field. The proposed team should have a demonstrated background in Computer Science, Software Engineering, Computer System Engineering, Information Management Systems, or other related areas pertinent to the assignment. Furthermore, the team composition should include proficient UI/UX designers, as well as experts in user experience.

