PAST PUPILS & FRIENDS
DON BOSCO
NATIONAL FEDERATION MALTA

TENDER

The Maltese Camino - Design, Development and Support of Mobile App and Back-office Content Management Solution

Reference: VOPS/MC/2021

Date Published: 21st May 2021
Deadline for Submission: 11th June 2021

Malta Council for the VOLUNTARY SECTOR

VOPS Voluntary Organisations Project Scheme

PARLIAMENTARY SECRETARY FOR SPORTS, RECREATION AND VOLUNTARY ORGANISATIONS

Contents

1. Introduction 3
2. Project Context 3
3. Project Scope 3
4. Document Objective 3
5. General Instructions to the Tenderer 3
6. Design & Development 4
   - 6.1 Overview 4
   - 6.2 System and User Requirements 5
   - 6.2.1 Front-end, Public-Facing Solution 5
   - 6.1.2 Content Management Back-office Solution 12
   - 6.1.3 Accessibility 16
7 App Store Optimisation 16
8 GDPR Compliance 17
9 Third- Party Plugins & Services 17
10 Delivery Plan & Supplier History 17
11 Hosting 17
12 Training, Resources, Implementation and Go Live 17
13 Ongoing Support, Maintenance, & Reporting 18
14 Subcontracting 18
15 Intellectual Property 19
16 Validity and Closing Date 19
17 Compiling the Tender 19
18 Project Cost Breakdown 20
19 Tender Evaluation Process and Criteria for Award of Tender 21
20 Reservations 22

Annex 1 24
Annex 2 25
Annex 3 26
Annex 4 27
Annex 5 28

1. Introduction

The beneficiary of this tender is the Maltese National Federation of Past Pupils of the Salesians of Don Bosco, hereinafter referred as 'the Organisation'. This project is funded by the Voluntary Organisation Project Scheme managed by the Malta Council for the Voluntary Sector on behalf of the Parliamentary Secretary for Sports, Recreation and Voluntary Organizations within the Ministry for Inclusion and Social Wellbeing.

2. Project Context

The Organisation is working on creating a walking-journey around Malta and Gozo marking main religious and cultural sites guided by an app which will provide a non-formal educational platform for educators, young people and visitors to the Maltese Islands. This app will be used by people who wish to follow an adventurous pilgrimage which will help young people to enjoy the outdoors, learn about Malta's religious and cultural heritage; by visiting historical and cultural sites to learn more about the traditions and customs of Malta.

This app will also promote cultural faith tourism and would be another attraction for people who visit the Maltese islands as well as residents who wish to learn more about Malta's history, culture, natural environment, personal development and spirituality; reflect on their personal journey to reconnect with themselves to reflect on their lives.

All recipients of the Tender Dossier shall treat the details of the document as private and confidential.

3. Project Scope

The Organisation's vision is to build a secure and content-manageable mobile app that will promote the Maltese islands as a youth faith tourism destination through the international network of organisations and educational institutions that belong to the Salesian family.

4. Document Objective

The objective of this document is to provide details about the system and user technical requirements to prospective suppliers, interested in submitting a proposal for the design and development of a mobile app for The Organisation. This tender is for the design, development, implementation, and on-going servicing of our new mobile app and content management back-office solution.

5. General Instructions to the Tenderer

5.1 In submitting a tender, the bidder accepts in full and in its entirety, the content of this tender document, including subsequent clarifications that may be issued by the Organization, whatever the bidder's own corresponding conditions may be which the bidder hereby waives. Tenderers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this tender document.

5.2 No account can be taken of any reservation contained in the tender about the tender document submitted and any disagreement, contradiction, alteration or deviation shall lead to the tender offer not being considered any further.

5.3 The Organisation retains ownership of all tenders received under this tender procedure. Consequently, tenderers have no right to have their tenders returned to them.

6. Design & Development

6.1 Overview

The mobile app will be managed by **a secure content management back-office solution** that will allow authorised system users to:

- Manage all content available as detailed in the System and User Requirements.
- Create a specific route(s) on a visual map, that would have starting and ending points. Every route will have several points of interests / stops which shall be defined by the administrator. For every point, the administrator user will be allowed to associate general information in the form of pictures and text. More details in the System and User Requirements.
- Add route-related information such as how to get here, route profile, elevation profile, etc
- Manage adverts that are linked to a specific location.

The mobile app needs to be compatible with both Android and iOS devices. Following successful download from the app stores (Google Play and iOS App store), a mobile user shall be allowed to:

- Access defined routes based on current user locations / list of routes.
- View information about a route such as route profile, elevation profile, weather, etc.
- Follow a route and view information (historical and pilgrims' inspirations) based on current user location.
- View adverts based on current user location.
- When arriving at the end of a route, user shall be allowed to download additional information (in pdf format) following a successful online payment transaction. PayPal is the preferred method of payment; however, the supplier is welcome to propose other payment methods, in addition to this.

Please refer to point 6.2 System and User Requirements of the document, for a detailed list of requirements.

Requirements that are not considered to form part of the core requirements shall be highlighted as optional. These optional requirements will need to be priced separately in the point 18.

6.2 System and User Requirements

A list of functions for the System and User Requirements can be found in Annex 5. Each function has been marked as either core or optional.

Suppliers are asked to submit one costing for all core functions, grouped together. Core functions are the basis of the solution.

For optional functions, suppliers are asked to submit a separate cost for each individual function. This will help The Organisation remain within budget parameters and will also give an indication of what can be implemented in the initial phases of the project and what can be implemented at a later stage.

6.2.1 Front-end, Public-Facing Solution

The mobile app needs to be designed to reflect the system and user requirements detailed in this document.

The term user for this section refers to the mobile app user, a pilgrim walking along the Maltese Camino.

6.2.1.1 Front-end General App Design Requirements

The mobile app, needs to be designed so that it:

- is **secure,**
- is accessible on both Android and iOS devices,
- adheres to platform (Android and iOS) specific guidelines for mobile app interface design and development,
- has a **responsive UI** by adopting practices so that the app's design looks exceptional on any device of any screen size,
- gives an optimum **user experience,**
- minimises the cognitive load with screens that are **simple** to use and navigate,
- is **modern** and **eye-catching,** targeting young adults,
- adopts a **good design** and avoid screen clutter,
- minimises user input and utilise helps such as input masks, autocomplete, etc.
- utilises **standard conventions** and **familiar screens**, to give the users what they expect (e.g. buttons) and in locations on the screen that they expect to find them in,
- uses **high quality images** that scale well on all screens,
- is **fast-loading**,

- **optimises performance**, adopt a balance between great functionality and battery usage.

All screens that form part of the solution will need to have **visual and functional consistency**. Furthermore, screens will need to have a standard:

- **Header**: having the app logo and an intuitive and user-friendly menu system,
- **Footer**: having links to social media, contact information, app settings, terms of use and privacy policy.

Suppliers are to submit three (3) design ideas to choose from during the design stage of the project.

6.2.1.2 **Welcome Screen – Quick Guide**

Once the mobile app loads, users shall be allowed to browse through a quick guide. The quick guide shall depict a concise way of how to best use the app. Navigation buttons shall be available, to allow the user to easily go through the guide. A close or skip button shall be available to close the guide and go to the home screen.

6.2.1.3 Home Screen

The home screen, a welcoming and appealing screen shall allow the user to easily navigate **the main functions of the app**. These functions include:

- Choose Route,
- Contact Us,
- Pilgrim's Guide,
- Donations for Social Projects,
- Offline Data Management.

6.2.1.4 Choose Route

The user shall be able to view the routes available by selecting either:

- **Map location**: users can view route starting points on a map.
- **List of available routes**: users can view a list of routes.

On selection of a route, a screen showing information about the route as per point 6.2.1.5 is loaded. User can review all the information about the route and proceed to route selection as per point 6.2.1.6.

6.2.1.5 Route Information

For every route, the user shall be allowed to view the following details:

- **General information** about the route. This shall include text and images.
- **What to pack and wear**. This shall include text.
- **Getting there:**
  - How to get to route starting point (arrival by car, bus, foot, etc).
  - Directional map to take you to starting point from current user location.
  - Show co-ordinates of starting point.

- **Index of highlights**. A graphical break-down of the various points of interest that the user shall see along the way.

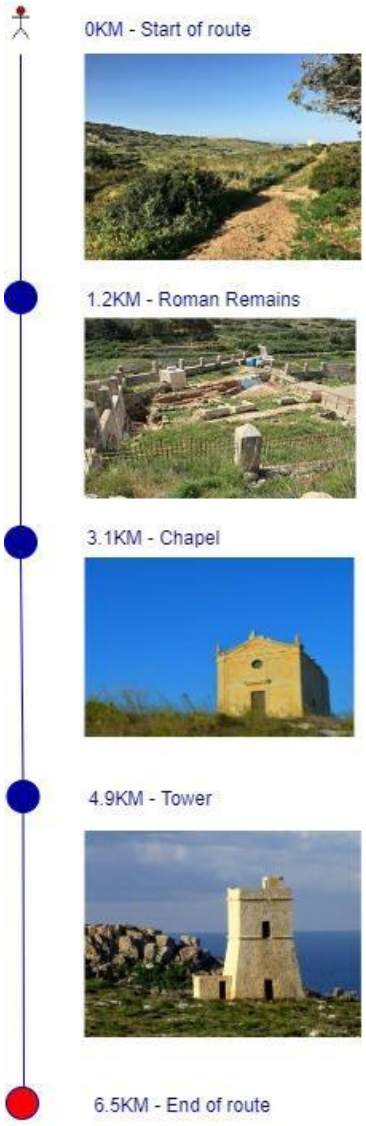

Figure 1 - Sample screen for index of highlights

- **Route profile.** This will include several stats related to the chosen route. Below is a list of stats that we would like to include:
  - Distance,
  - Duration,
  - Best time of year,
  - Level of Difficulty (e.g., good fitness required, etc),
  - Suitability (e.g. suitable for all skill levels, etc),
  - Terrain (e.g. easily accessible paths, etc),
  - Elevation profile
    - Depict elevation profile for the route showing how much of the route is uphill and downhill. Show the highest point and lowest point.

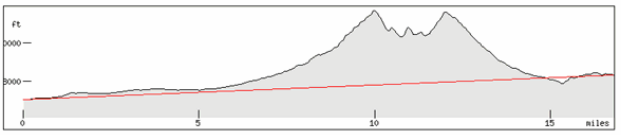

Figure 2 - Sample elevation profile

- Way types
  - Show in measurement how the route is divided in hiking path, street, etc
- Surfaces
  - Show the types of surfaces and related distances, that the user will encounter along the route for example unpaved, paved, etc.

- Weather now and forecast. Allow users to toggle between:
  - Weather of current user location and
  - Weather at route location.

Figure 3 – Sample weather now and forecast

- Map of the route
  - Show actual map with the points of interest highlighted.

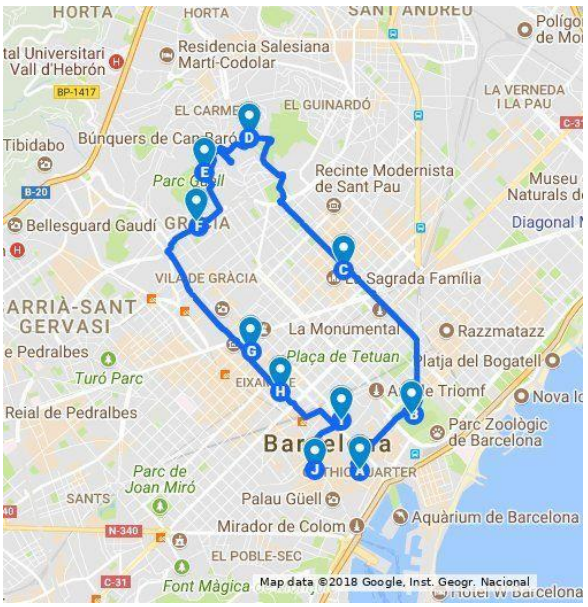

Figure 4 - Sample map with highlighted points of interest

6.2.1.6 Choose your point of departure

- User shall be allowed to select a point of departure, from either a list / index of highlights or by selecting a specific point on the map. The route will be automatically re-calculated, based on whether the user wishes to walk a round-trip or whether they wish to end the walk at the originally set end of route.

6.1.1.7 Pilgrim's Inspiration

- Displays a list of inspirational quotations, personal reflections and readings that are organised by type.
- Along the way, the user may access the inspirations manually through this screen
- When arriving at a specific highlight point, a specific inspiration shall be displayed on the screen.

6.1.1.8 Route Selection

Once a route is selected, all information for the route, as per point 6.2.1.5, shall be displayed. The user will need to click on ***Follow the Way*** / ***Navigate*** button to start walking along the route.

Here are some points that will need to be delivered:

- The user shall be guided along the route using GPS signal technology to ensure that they are keeping to the correct path to complete the route.

- The user may opt to follow the route offline, as per point 6.2.1.9. In this case, certain functionality which require an active wireless connection will not be accessible.
- When a user **arrives at a specific highlight**, they will receive:
    - Historical and cultural information about the highlight. This information will be in the form of text and images.
    - Pilgrim's inspiration (point 6.2.1.7), associated with this highlight.
- The user shall be allowed to share the route along the way and on completion. Sharing of route details with friends shall be permissible, using different media.
- When the user arrives at the **end of the route:**
    - They will be notified that the route has been completed.
    - User shall be given the option to purchase a **certificate of completion**. As mentioned, PayPal is the preferred method of payment, however the supplier is welcome to propose other payment methods, in addition to this.
        - Once the payment transaction has been completed, a certificate of completion (using a specific template design) shall be sent to the user for download.
        - For the certificate to be customised, user shall be required to either sign- in to the app, using a valid user account or fill in a form with specific personal data such as name and email address.
        - The certificate will include the date, user's name, route details, duration, etc.
    - Write a review. User shall be allowed to write a review once they complete the route and send feedback, using an online form. The information submitted in the form shall be sent to a specific email address.

6.1.1.9 Offline Data Management

The user shall be allowed to download the route map and all route related information on their device, to be accessible offline.

- **Notifications**: Prior to downloading the offline route, the user will need to accept terms and conditions.
- **Certificate of Completion**: Users shall be given instructions on how to receive a Certificate of Completion, if desired.

The method, which shall not involve the app but is being documented for continuity's sake, shall require the user to submit up to 3 selfie photos taken along the route by email. The

email shall be sent to a specific email address, for verification. Upon verification and a successful payment transaction, the certificate will be sent via email by an authorised Organisation personnel.

- **Manage data**: An option to allow the user to delete downloaded route content should be provided.

6.1.1.10 Adverts

This screen shall display a list of adverts, managed as per point 6.2.2.13. The user will be allowed to click on an advert to view further information.

6.1.1.11 Donations for Social Projects

Through this screen, users shall be allowed to fill in a form and send donations for social projects with ease to The Organisation, using an online payment method. As previously mentioned, PayPal is the preferred method of payment, however the supplier is welcome to propose other payment methods, in addition to this.

6.1.1.12 Profile

A user shall be able to create a user account. All app functions and screens may be accessed as a guest, without the need to log in or create an account.

The account will contain required fields such as username, name, email and password. Optional fields shall include a profile picture.

The user shall be required to accept specific terms and conditions before creating the account.

Through this screen the user shall be able to request to delete their account. If a user wishes to delete an account, user shall be required to press the delete account button. The user will receive an email to verify that he/she wish to delete the account. Following email verification, the account will be deleted.

6.1.1.13 Settings

Through the settings screen, user shall be able to customise some of the app settings such as measurement (Metric, Imperial US or Imperial UK), temperature (Celsius or Fahrenheit), etc.

Other settings shall include personalisation of app font and colours. This screen shall also show app version.

The supplier may suggest simple app customisations that can be offered to the user.

6.1.1.14 Contact us

This screen shall allow users to view information about how to get in touch with The Organisation including social media, email address, postal address and Google maps. Users will also be allowed to get in touch with The Organisation via an online form.

6.1.1.15 About

This screen will give a short introduction to The Organisation with links to the organisations' website as well as an overview of The Maltese Camino project.

6.1.1.16 Terms of Use

This screen will display the app's terms of use.

6.1.1.17 Privacy Policy

This screen will display the app's privacy policy.

6.1.2 Content Management Back-office Solution

The mobile app shall be managed using a secure and user-friendly content management system.

Through the content management system, authorised system users will be allowed to manage content used within the public-facing app. Below is further information of the content that shall be managed on the various screens. Only authorised system users shall be allowed to access the content management system.

Suppliers will need to provide information about the proposed content management system that shall be used. It will be preferred if the content management system is accessible using desktop devices.

The terms user, authorised system user and system user for this section all refer to an authorised Organisation user that has been given rights to access the content management system.

The term app user for this section refers to the mobile app user, a pilgrim walking along the Maltese Camino.

6.1.2.7 **Security**

Both the public-facing solution, as well as the content management system need to be protected with adequate security. This includes the provision of security certificates to protect data and data transmission. The system will allow for the creation of various access

levels and roles. Content management system users will need to be assigned to roles and allowed to manage their own password.

6.1.2.8 **Welcome Screen – Quick Guide**

The supplier shall be required to design the welcome screen and quick guide. The welcome screen shall include a welcome message as well as a quick and concise way of how to best use the app. Navigation buttons shall be available, to allow the app user to easily go through the guide. A close or skip button shall be available to allow the app user to close the guide and go to the home screen.

Authorised system users shall be allowed to manage the content available in the quick guide.

6.1.2.9 Route Management

Authorised system users shall be allowed to manage (create, edit and delete) routes with ease.

For every route, the system shall allow for the following details to be stored:

- Route name
- Date created
- Route map
    - Allow authorised user to map the entire route. Starting point and end points shall be defined here. This may be done graphically or by adding map co-ordinates for the entire route.
    - User should be allowed to check that the route map is correct by viewing it as an online map. By doing so, they will preview how mobile app users shall view the route map.
- General information about the route. Content to include text and images.
- What to pack and wear. Content to include a text and images.
- Getting there. System users shall be allowed to:
    - Add content to help app user learn how they can get to route starting point. This will need to be sectioned to include arrival by car, bus, foot, etc.
    - Set-up a directional map or links to directional maps that would enable app user easily to follow a map to starting point from current user location.
    - Add co-ordinates of starting point.

- Index of highlights. System users will add and manage an index of highlights, for a specific route. For every highlight, the system user should be able to manage the following information:
    - Highlight name
    - Historical and cultural facts
    - External links
    - Image

- Map co-ordinates. System user will need to add the highlight to the route map. This may be done graphically or by adding map co-ordinates for the specific highlight.
    - User should be allowed to check that the highlight is positioned well on the route map, by easily accessing a screen preview.
- Link to a specific Pilgrim's Inspiration, managed in the system as detailed in point 6.2.2.11 below.

6.1.2.10 **Route profile**

System users should be able to manage the route profiles for a specific route. It is recommended that certain fields are linked to managed lists to avoid duplication and erroneous data. The following fields need to be maintained:

- Distance
- Duration
- Best time of year
- Level of Difficulty
    - Allow system user to select a value.
        - Value is retrieved from a list of *Level of Difficulty* (e.g., good fitness required, etc) that is managed by the system user.
- Suitability
    - Allow system user to select a value.
        - Value is retrieved from a list of route *Suitability* (e.g. suitable for all skill levels, etc) that is managed by the system user.
- Terrain (e.g., easily accessible paths, etc)
    - Allow system user to select a value.
        - Value is retrieved from a list of route *Terrain* (e.g. easily accessible paths, etc) that is managed by the system user.
- Elevation profile
    - Allow users to manage the elevation profile by adding values to various elevation profile types (e.g., highest point, lowest point, etc). The elevation profile types will be managed by the system user.
    - Elevation profiles may be automatically generated by the maps integrated with the solution.
- Way types
    - Allow system user to select a value.

        - Value is retrieved from a list of *Way Types* (e.g., hiking path, street, etc) that is managed by the system user.
    - Surfaces
        - Allow system user to select a value.
            - Value is retrieved from a list of *Surface Types* (e.g., unpaved, paved, etc.) that is managed by the system user.

6.1.2.11 Pilgrim's inspirations

A list of pilgrim's inspirations such as inspirational quotations, personal reflections, readings, etc shall be managed by the system user. For every pilgrim's inspiration, the system user shall manage the following:

- Pilgrim's inspiration name
- Pilgrim's inspiration type (e.g., inspirational quotations, personal reflections, readings, etc.)
- Pilgrim's inspiration details
- Image

6.1.2.12 Certificate of Completion

- Supplier shall design a certificate template. The design shall be discussed to and agreed with The Organisation at design stage of the project. The design shall include the organisation's logo, colours and specific fields that are unique to the pilgrim's experience.
- Data fields such as pilgrim's name, date, route details, etc shall be populated automatically by the system, once the mobile app user requests the certificate of completion, as per points 6.2.1.8 and 6.2.1.9.
- The certificate shall be sent to the pilgrim in pdf format.

6.1.2.13 Advert Management

Authorised system users shall manage a list of adverts through the Content Management System. The following information needs to be stored for every advert:

- Advert name
- Company name
    - Links to a list of companies managed in the system. For every company, the system user shall collect the following information:
        - Company Name
        - Contact person

        - Company contacts details such as address, email address, company website, telephone numbers.
    - Advert details
    - Image / logo to be displayed on the app
    - Map location co-ordinates
    - Website to display on app advert
    - Email address to display on app advert
    - Phone number to display on app advert

6.1.2.14 Donations for Social Projects

The system shall allow authorised system users to view a list of donations submitted through the app. Information should include name, email address and sum donated.

The supplier will need to submit information on how The Organisation shall receive the donations and how they will access this information.

6.1.2.15 Contact Us, About Us, Terms of Use and Privacy Policy

The supplier shall design the screens for all basic pages and include all the relevant content which shall be provided by the Organisation.

Authorised system users shall be allowed to manage the content of these screens.

6.1.3 Accessibility

Once the mobile app is launched it will need to be registered with the app stores so that users can download and install on their mobile devices. The app shall be available for free download from both the Google Play Store as well as from the iOS App Store.

Suppliers will need to register and ensure the mobile app is available for download following the launch.

Furthermore, The Organisation shall make the necessary arrangements to make the app available for download from their website.

7 App Store Optimisation

App store optimization (ASO) is the process of optimizing mobile apps to rank higher in an app store's search results. The mobile app will need to be designed utilising best practices, to maximise the mobile app's ranking within the app stores.

Suppliers must document methods and strategies which intend to adopt to achieve this.

8 GDPR Compliance

The solution needs to be GDPR compliant. Suppliers will need to document how they propose to achieve this, in their proposal. The mobile app should be able to pass reputable online GDPR test tools. Standard GDPR tuning issues identified by such tools must be fixed as necessary as part of the contracted service.

9 Third- Party Plugins & Services

Suppliers will need to submit a list of third-party plugins, services and the related costs that shall be used for the solution. Details shall be submitted as shown in Annex 3.

10 Delivery Plan & Supplier History

The supplier is required to deliver the project within the following timeframes:

It is important that the supplier provides a project plan, and states what participation and resources are required from the side of The Organisation in order to achieve this timeline.

The supplier is requested to provide information about the profiles and experience levels of the individuals that would be allocated to this project from the side of the supplier, including relevant certifications or accreditations that they possess.

Additionally, the supplier is expected to provide information (or links to information) for at least 5 recent projects that show relevant expertise and experience in developing mobile apps of comparable size and complexity. The projects should ably demonstrate sensitivity & adaptation to the local (Maltese) market.

Finally, the supplier is to state any relevant certifications or accreditations that the Organisation possesses.

11 Hosting

The supplier needs to provide full details of the hosting solutions, services and costs to be offered. Suppliers will also need to indicate how they intend to set-up testing and live environments. Details shall be submitted as shown in Annex 4.

12 Training, Resources, Implementation and Go Live

Suppliers are required to submit pricing and details about internal user training (basic app administration, route management, etc.), implementation and go live, and to describe the

level of administration documentation that will be provided. Note that The Organisation will be provided with full administrative rights over the mobile app and content management back-office solution.

Prior to go-live, The Organisation will perform standard security and usability testing on the mobile app and content management back-office solution. It is expected that the supplier will address any issues and best practices that are discovered, that are related to the mobile app and content management back-office solution implementation, components, settings, etc within the control of the supplier.

13 Ongoing Support, Maintenance, & Reporting

The supplier is to propose support package options for the ongoing support and update of the mobile app and content management back-office solution and its plugins and components, additional future requirements, user support, security hardening activities, and any other related support service that may be required during the lifetime of the web site.

Requirements Include:

- Non-automated periodic updates (please propose based upon experience). A log of updates is to be maintained and shared with The Organisation.
- Fixes & rework during updates to ensure that mobile app is regularly updated, and that all plugins, components, and customisations are updated to support the latest version of Android and iOS;
- Fixes and application vulnerabilities, and application of best practises as Android and iOS evolve;
- We require hourly rate for new development, configuration, customisations, and any work that does not form part of the quoted services.

  The supplier is requested to describe their model for Issue Tracking, Change Management and SLA offering. The Organisation will give preference to suppliers who commit to respond to standard bug reports within 8 working hours, and critical issues within 2 working hours.

  Within the support proposal, the supplier is requested to state the conditions where the cost of annual fees / hourly development rate may change, and if there is a period when the supplier will agree to keep these costs fixed, for how long that period will be.

14 Subcontracting

Any intention to subcontract all or part of the contract must be clearly stated by the supplier in their quotation. Suppliers must indicate the parts of the contract they intend to subcontract and the identity of those subcontractors they intend to work with, and clearly state the nature of their links to those subcontractors. In the case of subcontracting, the supplier submitting this RFQ will remain the end responsible party for the whole duration of this assignment.

15 Intellectual Property

By submitting the Quotation, the Supplier agrees to assign to The Organisation any intellectual property rights that subsist in or arise from the deliverables including but not limited to any related documentation, modifications, improvements, upgrades created or otherwise developed pursuant to this Quotation. The Organisation may request to the supplier to sign a Confidentiality and Secrecy Declaration Form.

16 Validity and Closing Date

16.1 No tender shall be considered unless:

- Compiled as explained in section 17.
- It is received later than the closing date and time stated in this tender document.
- Duly signed by the authorised person representing the Service Provider.
- The full contact details of the bidder are stated.

16.2 Submissions are to be addressed to:

- Either to info@friendsofdonbosco.com
- or to The Maltese National Federation of Past Pupils of the Salesians Of Don Bosco, 10, St. John Bosco Street, Sliema.

16.3 Bidders are to submit the tenders in accordance with the specifications and conditions attached thereto shall be received by **Friday 11th June 2021 12:00 noon.**

16.4 Further Dates:

Deadline for request for any additional information from the Organization is **Thursday 3rd June 2021, 12:00 noon**. Clarification requests should be addressed to info@friendsofdonbosco.com

Last date on which additional information can be issued by The Organisation is **Tuesday 8th June, 12:00 noon**. The additional information will be published on the Facebook page of the organisation (https://www.facebook.com/PPFDBMalta)

17 Compiling the Tender

17.1 The tender must be completed on the accompanying form (Annex 1, 2, 3, 4 and 5) with all the blanks therein and all the schedules duly filled in ink and signed. Any tender that is incomplete or does not include all the information required may not be considered.

17.2 The tenderer may attach any additional documentation in addition to the documents specified in section 17.1.

17.3 The tenderer will bear all costs associated with the preparation and submission of the tender. The Organization will in no case be responsible or liable for such costs, expenses or losses which the tenderer may incur, whatever the conduct or outcome of the procedure.

17.4 Tender offers shall be valid for six months from the tender's closing date.

17.5 Tenderers shall not retract or withdraw their tenders throughout the adjudication period commencing from the closing date fixed for the presentation of tenders. The tenders shall remain binding and may be accepted within such period by the Organization.

17.6 All documentation shall be in the English Language.

17.7 Tenderers shall submit prices/rates in euros and inclusive of VAT charges and/or other taxes. Moreover, the successful Tenderer shall be bound to conform in all aspects with VAT and other fiscal legislation and regulations, and all other regulations, licensees, insurances and guarantees in connection with this tender.

17.8 The tenderer is to provide all the literature in their submission and confirmation that their submission meets the requirements of the specifications of this tender.

18 Project Cost Breakdown

To aid in understanding the project delivery methodology, the breakdown of the project costings information must be listed in the following sample format below. The amendments of this table must be in line with the project approach and include as much as possible the constituent elements of the quotation.

Suppliers should document as much information as possible, to help the Organisation understand the details of what is being delivered. Annex 3,4 and 5 indicate.

Phase	Item	Cost
Design	Workshops & Meetings	
	Analysis, and creation of three (3) design ideas for approval	
Development	Development of Core Solution (please refer to Annex 5)	
	Development of Optional (please refer to Annex 5)	
	Third- Party Plugins & Services (please refer to Annex 3)	
	SEO Tuning	

	GDPR Compliance Tuning	
Hosting	Please refer to Annex 4	
Implementation	Deployment of Solution to Live Environment	
	User Training	

19 Tender Evaluation Process and Criteria for Award of Tender

19.1 The Evaluation Committee will check the compliance of tenders with the instructions given sections 16.1-16.4

19.2 Tenders which have been considered administratively compliant (section 19.1) shall be evaluated for their technical compliance. The Evaluation Committee will analyse the administratively compliant tenders' technical conformity in relation to the technical specifications specified in section 6.

19.3 After satisfying 19.1 and 19.2, the award criterion will be the price. The contract will be awarded to the tenderer submitting the cheapest priced offer satisfying the administrative and technical criteria.

19.4 Despite the criterion specified in 19.3, The Organization reserves the right to award to contract to a tenderer not submitting the cheapest priced offer on the following criteria:

1. Delivery time is shorter by more than 3 weeks than the tenderer submitting the cheapest price offer.
2. **AND** the price offer is not more than €3000 than the cheapest price offer.

19.5 The Organization reserves the right to reject bids that in its sole opinion are excessively low, and which may result in loss of quality of the services to be performed.

19.6 Evaluation Criteria:

Qualification	
Supplier has provided a quotation for entire project brief (full project) including all information requested?	**Y/N**

Evaluation Grid	**Weight**
Supplier & Project Team	**25.0 %**
Supplier Size (resources relevant to this project)	**3.0%**
Supplier Accreditations / Certifications	**3.0%**
Project Team Profile / Quality / Relevant Experience	**4.0%**
Quality of Project References/Portfolio Provided with Local (Maltese) Context	**15.0 %**
Response Quality & Accuracy of Content and Structure	**30.0 %**
Project/Delivery Plan Quality - Design / Development Phases	**15.0 %**
Project/Delivery Plan Quality - Post-Launch & Ongoing Support	**10.0 %**
Information Security consideration of Approach	**5.0%**
Cost	**45.0 %**
Initial Cost	**25%**
Estimated Annual Support & Maintenance Cost	**13.0 %**
Hourly Development Rate for Additional Services & Customisation	**7.0%**

20 Reservations

20.1 The Organization reserves the right to accept, reject or cancel any tender, wholly or in part, and to reject all offers without giving any justification whatsoever. The Organization reserves the right to alter any quantities and/or delete any item/s from the bills of quantities when awarding the contract.

20.2 The Organization does not bind itself to accept the lowest bid and will not give any reason for the rejection of any tender. In no circumstances shall a Tenderer be

entitled to any claim for compensation. The Tender itself does not commit or bind The Organization in any manner whatsoever.

20.3 The Organization reserves the right to reject bids that in its sole opinion are excessively low, and which may result in loss of quality of the services to be performed.

Annex 1
Financial Bid

Tenderer's details	
Company Name	
Address	
Telephone	
Email	
Website	
Name and Surname	
Position in Company	

Offer	
Offer (price inc. 18% VAT)	
Completion Date (may be given in number of weeks after the Commencement Notice)	

Signature

Company Stamp

Annex 2

Tender Form

I/We..... (Name of company or individual making the tender to be entered in block letters) confirm to undertake, if our Tender is accepted, to deliver the resources within the number of weeks set out in the Specific Conditions from the date of issue of the Letter of Commencement.

I/We declare that we have examined and accepted the contents of this document, I/we, the undersigned, offer to deliver such resources and remedy any defects therein.

I/We undertake that this tender shall not be retracted or withdrawn for a period of one year from the final date for submission of the tender.

I/We note that the Organisation is bound to proceed with this invitation to tender and that it reserves the right to cancel or award only part of the contract without giving reasons. The Organisation will incur no liability towards me/us should it do so.

I/We understand that the Organisation is not bound to accept the lowest price or rates of any tender that may be received.

Should my/our offer be accepted, the tender document, the tender form, attached agreement, the Organisation's Letter of Acceptance shall constitute a binding contract between the two parties.

Dated this _____ day of _____ 2021

Signature _____ in the capacity of_____

Duly authorized to sign tenders for _____

Annex 3

Third- Party Plugins & Services

Supplier is asked to submit a list of third-party plugins and services to be used for the solution. Details together with the related costs shall be submitted as per sample format below.

Third-party Plugin / Service Details	Cost

Annex 4
Hosting

The supplier is asked to provide full details of the hosting solutions, services and costs to be offered, as per sample format below.

Hosting Solution Details	Cost

Suppliers are also asked to indicate how they intend to set-up testing and live environments.

Annex 5

System and User Requirements

Please refer to point 6.2 for an explanation of the following table.

Functionality	**Core**	**Optional**
Front-end General App Design Requirements	Y	
Security	Y	
Welcome Screen – Quick Guide		Y
Home Screen	Y	
Choose Route	Y	
Route Information	Y	
General information about the route.	Y	
What to pack and wear.		Y
Getting there	Y	
Index of highlights.	Y	
Route profile basic stats (to include distance and level of difficulty)	Y	
Route profile advanced stats (to include duration, best time of year, suitability, terrain, elevation profile, way types and surfaces)		Y
Weather now & forecast		Y
Choose your point of departure	Y	
Pilgrim's guide	Y	
Route selection	Y	
Offline Data Management		Y
Advert	Y	
Donations to Social Projects		Y
User Profile (App)		Y
Settings (App)		Y
Contact Us	Y	
About Us	Y	
Terms of Use	Y	
Privacy Policy	Y	