

REPUBLIC OF LIBERIA

MILLENNIUM CHALLENGE ACCOUNT

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MILLENNIUM
CHALLENGE CORPORATION
UNITED STATES OF AMERICA

SPECIFIC PROCUREMENT NOTICE

REQUEST FOR EXPRESSION OF INTERESTS FOR CONSULTANT SERVICES

RECRUITMENT OF A CONSULTING FIRM TO PROVIDE DESIGN, DEVELOPMENT,
IMPLEMENTATION AND WEBSITE HOSTING SERVICES

Country: *Liberia*

City/Locality: *Monrovia*

PP Ref. Number: *4A1508/LERC/004*

Contract Name: *“Design, Development, Implementation and Hosting of Website for LERC”*

Project Name: *Energy*

Funding Agency: *Millennium Challenge Corporation,*

Buyer: *Millennium Challenge Account – Liberia (MCA-Liberia)*

1. This REQUEST FOR EXPRESSION OF INTERESTS (REOI follows the General Procurement Notice that appeared on dgMarket on May 24, 2019, UNDB Online on May 24, 2019, the MCA Liberia’s website (www.mca.gov.lr) on May 27, 2019, and local newspapers: Frontpage on May 28, 2019 and New Democrat on May 30, 2019.
2. The Millennium Challenge Corporation (“MCC”) and the Government of Liberia (the “Government” or “GoL”) have entered into a Millennium Challenge Compact for Millennium Challenge Account assistance to help facilitate poverty reduction through economic growth in Liberia (the “Compact”) in the amount of approximately 256,726,000 USD (“MCC Funding”). The Government, acting through the Millennium Challenge Account-Liberia (“MCA-Liberia”), intends to apply a portion of the MCC Funding to eligible payments under a contract for which the Request for Expression of Interests is issued. Any payments made under the proposed contract will be subject, in all respects, to the terms and conditions of the Compact and related documents, including restrictions on the use of MCC funding and conditions to the disbursements of MCC funding. No party other than the Government and MCA-Liberia shall derive any rights from the Compact or have any claim to the proceeds of MCC Funding.
3. MCA-Liberia hereby invites *IT (Information Technology) Firms* to submit their expression of interests and qualifications in providing: *“Design, Development, Implementation and Website Hosting Services”*
4. **Summary of Scope of Work of the Assignment**

The Consultant shall be required to carry out the following;

- a. Analyze the functionalities of MCAL, MCC, and similar web sites and recommend for inclusion of these functionalities into the LERC web site.
- b. Design and include features on the website based on the approval of LERC management.
- c. Design, manage, update and improve site navigation and information architecture.
- d. Manage web design; enhancements to the Website on an ongoing basis to have better user interface.

- e. Design a structured, logical and creative layout to position all sections and headings.
- f. Develop a visually striking, but completely logical design that works nimbly and well in low bandwidth settings, with a dynamic home page and intuitive navigation. Logic and ease of navigation is a very high priority.
- g. Ensure the website is user friendly, including adaptive capacity for mobile phone and tablet use, as well as multiple screen sizes.
- h. Fully integrate all digital communication components, such as social media (Face book, LinkedIn, YouTube, etc.) as well as feedback mechanism.
- i. Use typography and graphic design, where needed, to make the website distinct and attractive.

5. **Qualifications and Experience for the Assignment**

The firm must also provide the following:

- A. **Company Profile:** Briefly describe the firm's background, size and history pertinent to the requested services in this Terms of Reference.
- B. **Experience of the Firm:** The Firm must demonstrate experience to carry out the assignment as indicated in the TOR as follows:
 - The Firm is expected to have demonstrated experience of at least four (4) years in designing, developing and commissioning dynamic, interactive websites.
 - Must have experience in conducting training/coaching/mentoring of client staff.
 - Must demonstrate experience defining the logical and physical structure of websites and web pages, and development of web-enabled applications from front-end to back-end systems
 - Must demonstrate capabilities of web design, web development/programming, graphic design, and web applications and also of creating pages featuring techniques such as animation and business applications.
 - Must demonstrate proficiency in the use of JavaScript, Flash, Illustrator, Adobe Creative Suite and other such software applications and standards; proficient in mobile adaptations.
 - Must demonstrate experience and understanding of HTML and CSS techniques and familiar with database technologies, including PHP and MySQL and proficient in the use of web design software, including Adobe Photoshop or Dreamweaver.
 - Must provide experience on websites or works of similar nature completed in the last four (4) years detailing firm's roles and responsibilities in the development and the deployment of the work. Experience on active website is highly recommended.
 - Provide three (3) client references for which the firm has performed similar services. Provide the name, email address and telephone number of each client's representative (or, if none, the head of the entity).
- C. **Management Competence:** The firm must provide the names and experience and qualification of Managerial Staff.
- D. **Organization Structure: Provide Organization Structure of the Firm**

- E. Availability of Professional Staff: List the qualification and experience of professional staff.
- F. Discuss fully any conflicts of interest, actual or perceived, that might arise in connection with the firm's involvement with MCA-Liberia. If conflicts do or might exist, describe how the firm would resolve them.

6. Evaluation Criteria: The following are Mandatory Criteria

No.	Eligibility Criteria	Compliance (Yes/No)
1.	Experience of the firm: Minimum of four (4) years' experience in designing, developing and commissioning dynamic, interactive websites	
2.	Registration certificate (Business Registration) as an IT Firm	
3.	Presentation of past works (at least 4 works): Active websites previously designed	
4.	Presentation of three (3) client references for which the firm has performed similar services. Provide the name, email address and telephone number of each client's representative (or, if none, the head of the entity)	

A submission shall be rejected at this stage if it does not meet any of the above mandatory criteria.

6.1 Weighted Criteria: The following are weighted criteria for firms who meet the Mandatory Criteria

Evaluation Criteria	Points allocated
a) General experience of the Firm	15
b) Similar Experience that responds to the Terms of Reference	25
c) Qualifications and Competence of Professional Staff	60
Total (a+b+c)	100

A submission shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum score of *seventy-five (75) points*.

7. **Detailed information on the assignment may be found in the Terms of Reference (TOR) for this assignment, which is Annex-1 of the Request for Expression of interest.**
8. The Consulting Firm's submission shall include sufficient information on which to assess the Firm's experience and competence for the assignment. All documents submitted must be in **English. Any submission which is not in English, or is not accompanied by a certified translation, will be rejected.**
9. This assignment is open to eligible Firms as defined in the MCC Program Procurement Guidelines (<https://www.mcc.gov/resources/doc/program-procurement-guidelines>). Each firm will undergo eligibility verification during the evaluation process, and throughout the life of the contract, in accordance with MCC Guidance on Excluded Parties Verification Procedure.
10. **Evaluation of Expression of Interest:** Consultants will be selected in accordance with the procedures set out in the current edition of the MCC's New Procurement Guidelines, March 2019: Selection Based on Consultants' Qualifications, paragraph P1.B.3.7.

After review and evaluation of the submissions, the firm with the most appropriate qualifications and references will be invited to submit a combined technical and financial proposal in accordance with paragraph P1.B 3.7 of the MCC Program Procurement Guidelines.

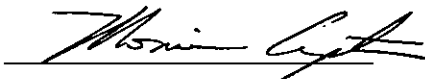
11. Upon acceptance of the combined technical and financial proposal, the Consulting Firm will be invited to negotiate the contract. Should negotiations fail with the selected firm, negotiations may be initiated with the next Firm with the most appropriate qualifications.
12. Consultants may challenge the results of a procurement only according to the rules established in the Bid Challenge System developed by MCA-Liberia and approved by MCC. The rules and provisions of the Bid Challenge System are as published on MCA-Liberia's website (www.mca.gov.lr).
13. Interested firms may request any **clarifications** regarding this requirement no later than: *August 7, 2019 at 3:00 pm*. The Client shall be obliged to respond by *August 12, 2019*.

Submissions are due at the email address below on or before *August 21, 2019 by 5:00 pm Liberia time*. Submissions received after this time and date shall not be considered. **Submissions must be made electronically in a format that cannot be altered (pdf format is preferred)** at the email address indicated below. **Hard copy submissions shall not be accepted. Submissions will also be rejected if they contain a financial offer or any mention of a budget for undertaking the assignment.**

MCA-Liberia Procurement Agent

Email : MCALiberiaPA@cardno.com

14. MCA-Liberia is not bound to accept any submission and may cancel the selection process at any time without providing any justification to the Consultants.



Mr. Monie R. Captan
Chief Executive Officer
MCA - Liberia

Annex-1: TERMS OF REFERENCE

BACKGROUND

Pursuant to its responsibilities as defined by the 2015 Electricity Law of Liberia, the Liberia Electricity Regulatory Commission (LERC) recognizes the need to develop a website to facilitate the flow of information between the organization and all sector stakeholders, and serve as a repository for regulatory, legal, and other relevant instruments and as a platform for accessing information regarding regulatory initiatives and activities.

In the discharge of its functions, a major challenge for a regulator is the effective dissemination of information and data across to regulated entities and stakeholders. When implemented, the LERC website shall facilitate real – time and effective information dissemination by LERC through the use of information technology leading to an overall improvement in the flow of information.

In view of the foregoing, LERC requests the services of an experienced information technology (IT) firm to design, develop, implement and host a dynamic website on its behalf.

GOAL OF THE ASSIGNMENT

The goal of this assignment is to improve the overall flow of information between the LERC and all sector stakeholders by use of IT.

OBJECTIVES OF THE ASSIGNMENT

The objectives of this assignment are;

- i. To design, develop and implement a dynamic website for the Liberia Electricity Regulatory Commission (LERC).
- ii. To maintain and host the LERC website which shall serve as a repository for regulatory, legal, and other relevant instruments and as a platform for accessing information regarding regulatory initiatives and activities.

SCOPE OF SERVICES

LERC seeks the services of an IT Consulting Firm who shall be responsible to design, develop, implement and maintain a website for LERC and to register the LERC domain ([https:// lerc.gov.lr](https://lerc.gov.lr)),

General Requirements

- i. Facilitate the registration of the LERC domain (<https:// lerc.gov.lr>)
- ii. Provide technical and creative expertise to design, implement and manage/update the LERC website and the built-in social media channels; iii. Collaborate with the LERC management team to serve as a resource for problem analysis and solution.
- iv. Procure a one-year license and setup Google G-Suite platform for LERC (twenty – eight (28) staff, configure the google G Suite for all staff and carry out required training.
- v. Work with LERC to develop an application for the collection and management of public comments using the website. The application must
 - a. Capture public comment through forms on the website.
 - b. Allow LERC to process and manipulate data and text collected from the web forms.
 - c. Import and export data to and from the application.

- vi. Work with LERC management team to create graphic designs for LERC web contents and other publications, including flyers, newsletters, annual reports etc.
- vii. Provide web management training to LERC staff with stated deliverables

Specific Technical Requirements of the Website

The LERC website shall meet the following requirements.

- a. must be highly creative
- b. must contain simple and easy to follow web UI design
- c. must be informative
- d. must be safe and secure
- e. must be quick to load and operate
- f. must be responsive to desktop and mobile devices
- g. must create and provide Site Map
- h. must reflect LERC, MCA-L, MCC branded logos with all publicly shared materials
- i. must contain document upload and download functionality features
- j. must have the ability to handle multiple site visits and server request
- k. home page must be simple to update images or graphics for recurring announcements
- l. must meet a high level security to protect user and company information
- m. must meet Web Accessibility standards
- n. must have Search Engine Optimization to increase higher ranking
- o. must provide a mechanism to allow maintenance and update of the web content
- p. must consider the use of FrontPage extensions, FTP and telnet access for updating content.
- q. must provide user authentication authorization controls for access
- r. must provide the capability of hosting password-protected web pages
- s. must provide the ability to conduct live webcasts
- t. must be auto-adjustable to all screen resolution
- u. must have dynamic content including dashboard, slider, video player, photo gallery, events calendar, press releases, newsletter. created by use of Flash, jQuery, HTML, Ajax, etc. based on the HTML5 standards
- v. must include feedback/contact forms, e-newsletter subscription forms, etc.

Description of Services/Scope of Work

A. Website Solution Package (Design, Installation and Implementation)

The Consultant shall be required to carry out the following;

- a. Analyze the functionalities of MCAL, MCC, and similar web sites and recommend for inclusion of these functionalities into the LERC web site
- b. Design and include features on the website based on the approval of LERC management.
- c. Design, manage, update and improve site navigation and information architecture.

- d. Manage web design; enhancements to the Website look and feel on an ongoing basis.
- e. Design a structured, logical and creative layout to position all sections and headings.
- f. Develop a visually striking, but completely logical design that works nimbly and well in low bandwidth settings, with a dynamic home page and intuitive navigation. Logic and ease of navigation is a very high priority.
- g. Ensure the website is user friendly, including adaptive capacity for mobile phone and tablet use, as well as multiple screen sizes.
- h. Fully integrate all digital communication components, such as social media (Facebook, LinkedIn, YouTube, etc.) as well as feedback mechanism.
- i. Use typography and graphic design, where needed, to make the website distinct and attractive.
- j. Ensure design facilitate efficient website management including, but not limited to these capabilities:
 - i. A stable, versatile back-end content management system (CMS);
 - ii. Content Management System (CMS) containing structured menus, sub-menus, breadcrumbs, several levels of navigation, and other related links.
 - ✦ The CMS should be capable of displaying and archiving repository of company documents overtime
 - ✦ The CMS should query database and provide clickable links to Consumers, ie. Daily Tariffs of Operators Google analytics integration;
 - iii. Maintenance of system logs for auditing and system control;
 - iv. Creation of backups for redundant instances of website; and
 - v. A validation tool for broken or stale links.
- k. Ensure a complete design of website – graphic layout/designs for all pages as reflected in the sitemap. Photographic materials, logos/banners, and page content for website will be provided by LERC and the Consultant, the latter being subject to LERC’s approval

B. Accessibility:

The Consultant shall consider that website visitors may have poor Internet literacy and/or poor Internet connectivity (low or poor quality bandwidth). Hence, the Consultant shall ensure the following:

- a. Site should be functional on mobile devices, including smart-phones and tablets
- b. Allow for use of older browser versions
- c. All content should be searchable
- d. Authentication of visitors to provide differentiated access based on their approved level

C. Site Management Software and Training

The Consultant shall ensure the following;

- a. Allow editing from a browser through a portal or c-Panel link associated with the site
- b. Control website authorizing and publishing permissions

- c. All software, modules, graphics and content should be correctly licensed to the Organization
- d. Training of two LERC's IT staff will be conducted during and after completion of the web site and will continue throughout the contract duration. The training will cover not less than 30 hours in total.

D. Website Content

The Consultant shall ensure website content conforms to the following;

- a. Photographic materials, logo and page content for the website will be provided by LERC. Other graphics (including creation of banners, calendars, etc.) will be provided by Consultant, with assistance from and/or subject to prior approval of LERC before incorporation into website
- b. The website should be adaptable (by design) to the changing needs of the LERC when appropriate
- c. Where applicable and as shall be necessary, Consultant shall provide to LERC prior to launch or going live, all assets (technology, media, etc.) and /or user license(s) that may be required for the website.

QUALIFICATION AND EXPERIENCE

Qualifications and Experience of Key Staff

Team Leader

- ✦ Associate degree is required (Bachelor's degree is preferred) in computer technology, website design, graphic design or related fields. A minimum of four (5) years' experience in website development and management with certification is acceptable in lieu of a degree;
- ✦ Extensive knowledge in visual communication, digital arts and design, multimedia production, web application programming and publishing, interactivity and usability testing is desirable
- ✦ Excellent communications skills and the capacity to be responsive to changing needs and requirements as requested by the LERC Communications team.

Team Member

- ✦ Associate degree is required (Bachelor's degree is preferred) in computer technology, website design, graphic design or related fields. A minimum of (3) years' experience in website development and management with certification is acceptable in lieu of a degree;
- ✦ Extensive knowledge in visual communication, digital arts and design, multimedia production, web application programming and publishing, interactivity and usability testing is desirable
- ✦ Excellent communications skills and the capacity to be responsive to changing needs and requirements as requested by the LERC Communications team.

Qualifications and Experience of Consultant

- ✦ The Consulting Firm is expected to be a firm with demonstrated experience of at least five (5) years in designing, developing and commissioning dynamic, interactive websites.
- ✦ Must have experience in conducting training/coaching/mentoring of client staff.
- ✦ Must have experience in defining the logical and physical structure of websites and web pages, and development of web-enabled applications from front-end to back-end systems.
- ✦ Must have expertise in web design, web development/programming, graphic design, and web applications.

- ✦ Capable of creating pages featuring techniques such as animation and business applications,
- ✦ Proficiency in the use of JavaScript, Flash, Illustrator, Adobe Creative Suite and other such software applications and standards, as required is desirable.
- ✦ Experience and understanding of HTML and CSS techniques and familiar with database technologies, including PHP and MySQL.
- ✦ Proficiency in the use of web design software, including Adobe Photoshop or Dreamweaver is desirable.
- ✦ Proficiency in mobile adaptations is desirable.
- ✦ Proven reference to active websites that were designed and developed.
- ✦ To ensure the site ranks well on search engines and attracts higher numbers of visitors, the Consultant must be familiar with:
 - a. Search engine optimization techniques
 - b. High quality, original content that reflects popular search terms.
 - c. Designs that are easy for search engines to navigate and index.

PROPOSAL REQUIREMENTS

All proposals submitted in response to the Terms of Reference for this assignment shall include the following;

- a. Must have at least two verifiable references of design, development, implementation and commissioning of dynamic, interactive websites.
- b. Provide examples of functioning websites designed and developed within the last four (4) years, detailing precisely what part or role your firm played in the development and deployment of the work. Active websites are strongly preferred
- c. Specify the team members that will complete the respective roles and include their CVs.
 - i. Team Leader
 - ii. Team Member
 - iii. Other roles (as specified by the Consultant)
- d. Estimate costs associated with design, development, infrastructure, licensing, implementation, including recurrent and other budgetary requirements for the full implementation of this assignment
- e. Provide a proposed work-plan to specify, design, develop and implement the solution. Highlight the key steps involved, and identify affected participants and activities
- f. Describe the proposed content management system; outline how the proposed system shall be made adaptable to meet changing requirements of LERC and describe the types of changes that can be self-implemented by LERC, and what activities will require out-sourcing.

DURATION OF ASSIGNMENT

The duration of the assignment is for a six-month period, beginning upon the effective date of the contract, unless earlier terminated or extended for another term. Consultant shall commence this assignment no later than five days (5) after the Effective Date of the Contract.

Within the duration of the Contract, the Consultant shall be required to provide technical support for LERC's website implementation, at no additional cost.

The Firm's level of effort during the initial term of the contract shall be up to 90 calendar days. No additional compensation shall be provided beyond the firm's agreed upon daily rate. The firm is not eligible for leave, insurance, or overtime compensation.

LERC is targeting a launch of the designed website is 90 calendar days after the effective date of the contract. The remaining 90 calendar days will concentrate on web site maintenance/enhancement and training of person(s) for web management.

LERC may renew the Consultant's contract for an additional term as may be mutually agreed. Nonetheless, any additional term of the contract cannot be extended beyond the Compact's End Date (CED) of January 19, 2021.

DELIVERABLE AND PAYMENT

The estimated value of this assignment is between \$16,000.00 to 18,000.00 USD. All deliverables shall be submitted to LERC for approval and payment as per the schedule in Table 1.

Table 1: Deliverable Schedule

	Deliverable	Duration (business days)	Due Date (after Effective Date of contract) (business days)	Payment (%)
Task 1 – Domain Registration, Website Design Implementation, Start Up, Work Plan (3 Months)				
1.	Work planning	5	5	3
2.	Domain Registration	10	15	7
3.	Google G Suite Payment, Email Setup	10	25	25
4.	Design and Website Templates	20	40	20
5.	Web site Launch	10	55	10
SUB-TOTAL				65%
Task 2– Maintenance & Update Support (3 Months) (\$1000 monthly)				
1.	Training Plan			5
2.	Training			10
3.	Web site Maintenance			15
4.	Final Report			5
SUB-TOTAL				35%
TOTAL				100%

REPORTING REQUIREMENTS

The Consultant shall deliver Monthly Progress Reports, at the end of each month. These reports will outline the Consultant ongoing and planned activities and shall outline challenges encountered, proposed resolution of key issues, lessons learned and consider the need for any adjustments,

In addition, the Consultant shall submit a Final Report no later than three (3) weeks prior to the expiration of this assignment. The Final Report shall summarize all the deliverables under this assignment and provide recommendations, if any.

Monthly reports shall be submitted in electronic copies. Final Report shall be submitted in hard and electronic copies.

All reports shall be submitted in MS Word and PDF formats

FACILITIES, EQUIPMENT AND DATA

Facilities to be provided by LERC

- a. At the commencement of this assignment, LERC shall make available to the Consultant all available data, information, and reports deemed necessary for the assignment.
- b. Liaison and assistance for any information or documents required from other Ministries/Agencies/Corporations of Government and which the LERC considers essential for the proper conduct and execution of this assignment.

Items to be supplied by the Consultant

The Consultant shall provide all office facilities, supplies, and equipment deemed necessary to undertake the assignment. The cost for consulting services shall include, but not necessarily limited to, the following items:

- a. Remuneration for Consultant's staff and support personnel;
- b. insurance, and incidentals;
- c. Transportation
- d. Communications
- e. Reprographics
- f. All necessary computers, software and related equipment and costs.

CONTRACT ADMINISTRATION AND SUPERVISION

The Consultant shall work under the management and supervision of LERC management with support from MCA-L.

Throughout the assignment, the Consultant shall work under the overall guidance of the Managing Director to whom the Consultant shall submit reports and who will approve deliverables and invoices from the Consultant.