



# DCAF

a centre for security,  
development and  
the rule of law

Beirut & Geneva, 19 August, 2016

## CALL FOR TENDERS

by

**DCAF**

**as the Client**

related to the

### **Design and delivery of a new web portal for the Lebanese Ministry of Justice**

<b>Topic</b>	<b>Details</b>
Requested services	Design and delivery of a new web portal for the Lebanese Ministry of Justice, according to the specifications listed in this document
Contracting organisation	Geneva Centre for the Democratic Control of Armed Forces (DCAF) <a href="http://www.dcaf.ch">www.dcaf.ch</a>
Deadline for the submission of tenders	Friday, 2 September 2016
Deadline for the successful launch of the web portal	Friday, 16 December 2016

## **I. Introduction of DCAF**

Initiated by Switzerland, the Geneva Centre for the Democratic Control of Armed Forces (DCAF) is an international endeavour dedicated to promoting good governance of the justice and security sector. It promotes the development of efficient security forces that are properly controlled and overseen by executive and legislative authorities and fully accountable to citizens and their elected leaders. Lebanon joined the DCAF Foundation Council in spring 2007 as the first Arab country to become one of DCAF's 62 member states.

In support of its long-term assistance programme to Lebanese justice and security sector reform, DCAF maintains an office in Beirut. DCAF provides its partners with comparative and policy advice and research, promotes inclusive approaches and processes to Lebanese SSR and offers various capacity building programmes.

## **II. Project overview**

The Lebanese Ministry of Justice cooperates with the Geneva Centre for the Democratic Control of Armed Forces (DCAF) in its efforts to improve communication, transparency and accountability in the justice and security sector. To this extend, the ministry's current website (<http://www.justice.gov.lb/>) is to be replaced by a state-of-the-art platform providing citizens, state institutions and international partners with up-to-date information on the Ministry's structure and responsibilities, and offering means to engage with the ministry through e-governance services.

Based on all tenders received, DCAF will make a pre-selection by 5 September 2016. The shortlisted companies will present their offers to a panel of Ministry officials and DCAF staff between 14-16 September, and the final selection will be made based on the quality of the tender, the price and the presentation.

## **III. Project methodology**

DCAF will provide the developer with an initial needs assessment after conducting interviews with key stakeholders. The main task of the developer, further described in section V, is to build on this assessment and develop and deliver a project plan for the design, development, implementation, data migration, testing and launch of the web portal and the training of key users. On 16 December 2016, the new web portal will be launched. A first service release will implement additional functionality by March 2017. The tender shall include the developers' conditions of post-deployment maintenance with two options: a maintenance period of 1 year and a maintenance period of 2 years.

## **IV. Selection criteria and required qualifications**

In its proposal the developer is to indicate fulfilment of the following selection criteria. The developer must display sufficient experience in successfully implementing projects of comparable dimensions to ensure continuity beyond the deployment of the web portal. The proposal must contain a detailed budget calculation, listing the estimated price of each project phase.

The developer will be selected based on:

- Demonstrated expertise and experience of a sufficient number of staff: The proposal shall mention reference projects and outline the number and qualification of the project team.

- **Development methodology:** To ensure continuity of the Ministry's public communication, the developer will be requested to present their project management and web development methodology outlining all project stages from analysis and design to development, change request implementation, delivery and post-delivery maintenance.
- **Content management system (CMS):** The developer shall propose a content management system, which allows the Ministry to easily update information. The proposal shall include a description of CMS solutions typically used for comparable projects, outlining the costs and technical skills required to ensure the timeliness and accuracy of the web portal.
- **Web hosting:** The developer shall propose hosting services for the contents of the new web portal, outlining estimated costs and services provided (reliability, SLAs, location of servers).
- **Experience in implementing e-governance services:** Prior experience in developing web portals for public institutions is of advantage. Please outline any such prior projects, with specific mention of the type of e-governance services implemented.
- **Documentation and training:** Please indicate in the proposal your methodology on documenting the final product, as well as your expertise in training end-users.
- **Optional: Social media and communications:** The new web portal will be promoted to citizens and institutional partners via traditional and social media. Please outline in your proposal if this falls within your organisation's portfolio, describing reference projects. Please include a separate budget line to indicate the price for such activities.

## V. Tasks

The success of the project will be evaluated on the delivery of the following objectives, in accordance with the timeline agreed upon in the contract. In all of its activities, the developer will liaise closely with DCAF offices in Beirut and Geneva and will inform DCAF's Point of Contact (PoC) of its progress on a regular basis. This relates especially to the following tasks:

### Pre-selection process:

1. The shortlisted companies will present their proposal and answer remaining questions in front of a panel of the Ministry of Justice and DCAF. The company will thereby present three design proposals offering suggestions for the look and feel of the web portal (without contents).

### The company awarded the contract will:

2. Conduct interviews with Ministry officials with the support of DCAF, and write the solution design document. The solution design document contains a detailed overview of the new web portal's contents and functionalities to be implemented in two phases: the first version with the core functionality by 16 December 2016; the second with additional features by March 2017. It serves as the working document throughout the project and also outlines the procedures for migrating data from the current website. This document is formally approved by all sides. The developer will add technical details to this document to ensure continuity and clarity in use in the future. The web portal must be implemented and delivered according to the contents of the contract, the accompanying terms of reference and the solution design document.

3. The approved solution design document will ensure timely and efficient development and implementation of the web portal, including but not limited to the following functions. All content, including the e-governance services, must be easily adjustable via the CMS.
  - a. Home page outlining the purpose of the web portal, the Ministry's vision & mission.
  - b. Multiple sections per Ministry department, outlining each department's tasks and responsibilities and its interaction with citizens and other institutions.
  - c. A searchable news section with archiving functionality, with announcement of the Ministry's activities, the Minister's agenda, important developments related to the justice sector.
  - d. Option, subject to the needs assessment: A newsletter published monthly or quarterly providing an overview of high-visibility trials and activities of the Ministry.
  - e. Frequently asked questions ("FAQs") to explain legal procedures to citizens. Outlining the procedures and costs of e.g. an inheritance or the services of a medical examiner improves transparency and trust in the justice system.
  - f. Option, subject to the needs assessment: A form to submit questions, suggestions or complaints. According to the category selected, an email is sent to the responsible contact point within the Ministry.
  - g. Option, subject to the needs assessment: E-governance services making available important forms or documents for citizens to download and print instead of having to collect them from the relevant office.
  - h. Option, subject to the needs assessment: An interactive and visually appealing section explaining the history of the Ministry and its most important milestones.
  - i. Option, subject to the needs assessment: Provide free access to legislation, building upon the cooperation with the Lebanese University (<http://www.legallaw.ul.edu.lb/>).
  - j. Option, subject to the needs assessment: Possibility to integrate Twitter, Facebook and other social media accounts to communicate news and publications.
  - k. Useful links section: Navigation to other Ministries & to international institutions.
4. E-governance: The developer will ensure the usability and effectiveness of these services.
5. Maintain high transparency towards DCAF of potential threats to the project plan, and inform DCAF of any issues, be they procedural or technical.
6. Data migration: The developer will assess together with the Ministry's PoC the migration of data from the current website to the new web portal. This process will be supported by DCAF's legal and political guidance.
7. Test environment: The developer will set up a test environment for easy access and testing by the Ministry and by DCAF. The developer will implement change requests, according to the methodology agreed upon in the contract.
8. Documentation and training: The developer will compile a full documentation on the use and maintenance of the web portal. Based on this, the developer will provide training to IT staff and key users within the Ministry enabling them to use, update and change the web portal. The documentation must include a description of how to insert content via the CMS.
9. Post-deployment support: Please indicate the hourly rates for support beyond the project duration in your proposal with two options: a 1-year and a 2-year maintenance period.
10. Access control tools: The Ministry must be able to easily assign user rights and determine responsibilities for updating and managing different parts of the website via the CMS. These user rights must be adjustable on an ad-hoc basis using a simple interface.

## VI. Timeframe and procedures

Companies are asked to submit a full tender referencing the items above and specifically outlining fulfilment of the criteria, tasks and deliverables set out in sections III-VI by 2 September. Please include a draft work plan, and a budget calculation with a summary of costs per project phase.

The final decision will be made based on the quality of the offer, the price and the final presentation of the shortlisted companies by the Ministry of Justice and DCAF.

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|---|---|------------------|
| 1. Call for tenders is officially announced                       | - | 19 August        |
| 2. Deadline for receiving offers                                  | - | 2 September      |
| 3. Companies are shortlisted for final presentation               | - | 5 September      |
| 4. Presentations of the shortlisted companies                     | - | 14-16 September  |
| 5. Final selection of company and start of development            | - | Week of 19 Sept. |
| 6. Final web portal delivered, users trained & final presentation | - | 16 December      |
| 7. Web portal second release with additional functionality        | - | March 2017       |

## VII. Modalities

The payment modalities will be outlined in the contract to be signed by DCAF and the selected company. The contract is subject to DCAF's terms of business, especially its commitment to non-corruption, transparency and accountability. Payment will be done in two instalments, one upon the start of the project and one upon the successful delivery of the tasks and objectives defined in the contract, the terms of reference and the solution design document.

## VIII. Settlement of disputes / Place of jurisdiction

The Agreement resulting from this call for tenders shall be governed by Swiss law. Any dispute arising between the Client and the Tenderer from the interpretation or application of the Agreement shall be settled amicably and in good faith. In case the dispute cannot be settled amicably, the place of jurisdiction shall be the Swiss Canton of Geneva.

## IX. Submission of offers

Kindly submit your offers in English by email to the below DCAF Point of Contact at the latest by Friday, 2 September 2016. DCAF will announce the results of the pre-selection on 5 September 2016. Between 14-16 September, the shortlisted companies will be invited to present their solution to a panel of DCAF and Ministry officials. Their decision will be announced on Monday, 19.09.2016.

### Point of Contact:

Name: Mr Tobias Metzger, Project Officer for the Middle East, DCAF  
Phone: +41 22 730 95 63 (Switzerland)  
E-mail: [t.metzger@dcaf.ch](mailto:t.metzger@dcaf.ch)

### The tender shall include:

- a short presentation of your company and an organigram of its structure;
- a summary of your companies web development methodology;
- a list of references outlining your company's track record;
- a summary of the team that will be working on the project as well as its professional experience, ideally in the form of CVs;
- the technical offer, with detailed replies especially to sections III-VI of this call for tenders;
- the budget calculation.