



Request for Proposal (RFP)

Supply and Installation of GIS Software, and Design and
Development of GIS Web Portal and Web Mapping Application
For Joint Crisis Coordination Centre (JCC)

Ministry of Interior, Kurdistan Regional Government

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1. Introduction

Joint Crisis Coordination Centre (JCC) of the Ministry of Interior, Kurdistan Regional Government (KRG) is soliciting proposals for supplying and installation of GIS software, and design and development of a GIS web portal and web mapping application. Any eventual system must not only meet the requirements set forth in this Request for Proposal (RFP), but must also be flexible and scalable in order to meet its future business and technological needs.

2. Background

The Kurdistan Regional Government (KRG) Joint Crisis Coordination Centre (JCC) is headed by a Director General and operates under the direct supervision of the KRG's Minister of Interior and is mandated to support a coordinated and strategic response to crises in the Kurdistan Region of Iraq through an "all hazards" approach. The JCC is a governmental civil protection institution with a mandate to protect the core values, population and critical societal functionality of the Kurdistan Region. It is primarily a facility to enable key stakeholders to take decisions on matters of policy, strategy and strategic resource management in relation to natural and man-made crises. The JCC is composed of four principal directorates including Information and Data Exchange, Resource Mobilization, Crisis Response and Management, and Finance and Administration.

The GIS System will be valuable to understand the vulnerability of the Region. It will contribute to understanding and developing up-to-date infrastructure of the Kurdistan Region - Iraq (KR-I) and location of important landmarks as well as mostly seasonally influenced events, like wildfires, droughts, floods, snowfall (i.e. that cut off rural areas/roads), earthquakes, dust storms and landslides, to make information available in a timely manner. By doing so, the JCC/KRG will be enabled to develop plans to mitigate or respond to any given crisis, especially in the context of contingency planning such as for another sudden mass displacement due to a man-made or natural hazard. Also special focus to be given to the public to increase situational awareness in order to ensure preparedness and increase resilience. Hence establishment of an appropriate and functional system to cater the needs of the JCC is an urgent and important priority. Herein after JCC will be termed as "Procuring Authority" in this RFP.

3. Overview of Selection Process

The Joint Crisis Coordination Centre (JCC) is an evolving government entity with critical human security and response responsibilities. Very often the organization has to provide support against time, hence require a very fast track operational capacity. JCC therefore needs a system which could store and process GIS data with efficient speed, storage, and processing capacity.

The objective of the assignment is to design and implement a user-friendly web portal with a support of GIS database for KRG – JCC data and activities like mapping, reporting, data collection, and field data flow to the main JCC's server.

The Proposal prepared by the Prospective Vendor shall comprise the followings:

- (a) Vendor's Profile
- (b) Technical Proposal;
- (c) Financial Proposal;
- (d) Documentary evidences establishing the Vendor's eligibility

The prospective vendors should submit both a) Technical Proposal and b) Financial Proposal along with the Vendor's Profile and Eligibility in a very clear and unambiguous statements.

Proposals should be prepared simple, providing a straightforward, concise delineation of the capabilities necessary to satisfy the requirements of the RFP. Emphasis in the proposals should be on completeness, clarity of content and adherence to the presentation structure required by this RFP and not on volume. Costs for developing proposals in response to the RFP are the obligation of the vendor and are not chargeable to the Procuring Authority. All proposals and accompanying documentation will become the property of Procuring Authority and will not be returned.

Any further queries regarding this RFP should be addressed to the Director, Administration and Finance, JCC through e-mail: sarhad.omar@jcckrg.org , moi.jcc@jcckrg.org

Review of Technical Proposals: After the opening, each proposal will be assessed first on its technical merits and subsequently on its price. The proposal with the best overall value, composed of technical and financial merits, will be recommended for approval. JCC will set up an evaluation panel composed of technical staff and their conclusions will be forwarded to the internal JCC Review Committee. After the initial evaluation of the Technical proposals JCC will shortlist a maximum of 3 technically best suitable firm/bidders and invite them to demonstrate their products with real life GIS data. Each bidder would be given separate schedule to demonstrate.

In selecting the vendor, the features of the system would be considered are provided in sections: 5-8.

Review of Financial Proposals: Technical panel will provide their final score on the technical proposals and open the financial proposals of all technically suitable bidders as per their proposals.

The Scoring Method: The weighting ratio **technical: price** is 70:30. Evaluation of proposals will follow a two-step process: (1) Review and scoring of technical proposals; (2) Once the technical evaluation is complete, only the technically compliant proposals with a minimum of 40 points will have their price proposals opened. The other price proposals remain unopened.

		Max. Points
Technical Proposal		70
Completeness of Response	• Overall accord between RFP, Job Description and proposal	2
	• Cover letter	1
	• CVs of key personnel & their specific roles in the assignment	2
Sub-total		5
Company and Key Personnel	• Experience in installation, designing, and implementing GIS Software;	5
	• Provision of ArcGIS licenses	5
	• Experience with UN/Multinational organizations in web designing, programming and data analysis;	5
	• Ability to develop software, create options, scenarios, and customization in line with clients need;	10
	• Previous experience in carrying out assignments for Government and/or other development organizations.	5
Sub-total		30
Proposed Software Solutions and Staff Training Approach	• Availability of Listed Features;	10
	• Overall Workplan	5
	• JCC Users Training	10
	• Supplying Users Manual	10
Sub-total		35
Financial Proposal	Score for price proposal X = (Max. score for price proposal * Price of lowest priced proposal) / Price of proposal X	30
TOTAL MAXIMUM POINTS		100

Details of the required response elements to be supplied by the vendor in their technical and financial proposals are given in following sections of this RFP. These elements should include:

4. Vendor's Eligibility Criteria:

A. Vendor's Profile: Prospective Vendor's proposal must clearly indicate:

- 1) Registered Business Title of the Vendor.
- 2) Legal Status (corporation, partnership, or sole proprietorship, etc.) and Country of Incorporation, as applicable.
- 3) Year of incorporation, or the Year in which the entity was registered, as it now substantially exists.
- 4) Address, telephone or fax numbers, and Internet Website URL for correspondence/communication purposes.
- 5) Organizational chart indicating principal corporate organization, and identifying where in the organizational structure the proposed personnel placed.
- 6) Prospective Vendor's proposal must indicate the name, title, and full information of the contact person for the purpose of communication regarding this RFP.

B. Vendor's Eligibility: The prospective vendors must have:

- 1) Minimum 5 years' experience in GIS software development.
- 2) Experience in development and implementation of installation, designing, and implementing GIS Software
- 3) Authorized ArcGIS supplier
- 4) Experience in Open-Source software development and customization
- 5) Experience of Software development in Windows platform.

5. Scope of Work to be performed

The Vendor selected shall be responsible for supply and installation of GIS software and development of a web-based GIS portal, training the users in operation and processing, training to JCC IT team on software maintenance. The vendor shall provide software maintenance services for a period of one years with an option to extend the contract for one year with a maximum of 2 consecutive periods. Services required from the Vendor's software shall include but not limited to the followings:

The Proposed System should contain, but shall not be limited to, the following functional features:

1. Host maps and data, real time survey data and be able to perform basic queries and spatial analysis of the GIS data & maps.
2. Support mobile applications for different JCC activities.
3. The system should be based on Portal for ArcGIS and Esri COTS with configuration.

4. The portal should have minimum the following applications:
 - Situation Dashboard.
 - Interactive Atlas.
 - Field data collector application.
5. The Situation Dashboard should have the following capabilities:
 - Browser-based application that provides a summary of all events and produce reports.
 - Different Statistics by geography, sector for different JCC activities.
 - Analysis and mapping by geography, sector for different JCC areas of interests, duties and responsibilities.
 - Capability to be accessed by registered uses or the public, where registered users will have access to more details and private information.
6. The interactive atlas should have the following capabilities:
 - Fully compatible with Esri products and to have a simple and user-friendly interface to be dealt with even with non-GIS expert people.
 - Presents dynamic maps for the data.
 - Shows thematic maps analyzed by geography.
 - Shows Heat Maps and Clustering of locations based on numbers and amounts.
 - Links photos, videos, and audios to locations.
 - User can interactively select a location in a specific location and display all related information and linked multimedia files.
 - Tools for planning the distribution of projects and funds.
 - Providing information to donors, beneficiaries, program managers and the public.
 - Preparing layouts for the maps according to Esri layout tools and map finishing's and printing them.
7. The Field data collector application should have the following capabilities:
 - Allows the users to collect data through a web interface or using a mobile and report it back.
 - Registered users should also be able to use the application to collect and enter data about different surveys and JCC tasks & activities.
 - Registered users should also be able to use the application to collect and enter data about locations of projects, project progress, etc....
 - The collector should have the capability of both online and offline (cable) data flowing of the surveyed data to the main Geodatabase.
 - The collector should be flexible and user – friendly for working with different customized survey forms or any other procedure of spatial data collection.

Routine Support

1. Throughout the year provide telephone assistance/online support to the JCC IT Unit.
2. Provide assistance, guidance and suggestions to improve internal control procedures.

6. Technical Proposal

The Technical Proposal should contain the following information (in sections 6-9):

Technical requirements:

1. Operating System should be Windows server 2012 or above.
2. Database technology utilized by the proposed solution should be SQL Server 2012 or above.
3. The software should be web based supported,
4. Implementation and training strategy: **Vendor should specify.**
5. Annual maintenance and support services: **Vendor should specify.**

7. Proposed Application Environment

Vendor should:

6. describe both the suggested and minimum hardware configurations necessary to operate the proposed solution including descriptions of the central processing units, networking hardware, back up devices and uninterrupted power supply;
7. describe the ability of the proposed system to support fail-safe data storage;
8. describe the requirements of system cabling for communication to the server and to the existing network.

8. Implementation, Support & Training

Vendor should provide:

1. All data and information that is used for the project must be protected and kept confidential throughout the project implementation and afterwards.
2. A system that is map-based, Web-enabled inventory with access to data related to the JCC.
3. The technical tools (i.e., software) used to build the system must be upgradable with providing need to support, maintain, and sustain the system for many years to come.
4. The system must be easy to use and not require extensive training for the general user—i.e., users need not be GIS experts.

5. Preferably, it must have wide compatibility with similar systems of national and local authorities, such as the Lands and Survey Department, city governments, and the like.
6. It should be readily configurable to accommodate changes in practices that the JCC may make in the future.
7. It must provide the ability to prepare data electronically from different sources and other remote locations.
8. The system must include easy, instant reporting capabilities.
9. All data must be in a local server in JCC secure and appropriate back-up strategies need to be implemented.
10. The system should provide various levels of user access based on user roles—i.e., some users will have full access to all data, while others may only have read-access to certain areas of the database.
11. The system should support 5 named users on the web and one desktop user with a maximum of 10 simultaneous editing connections.
12. The system must be developed in such a way that the addition of tools to inventory, monitor, and help manage JCC duties and activities can be added without major redevelopment of the system.
13. Designing the portal and Hosting of web applications should be arranged via a highly secure and reliable web hosting service.
14. A detailed technical workflow of the installation and configuration documentation should be prepared and submitted with the system.
15. A step-by-step tutorial should be provided for how to upgrade the system or add more local applications of JCC to the portal in line with the three requested applications in the previous section of this RFP without going back to the supplier.
16. All the technical documents required for the system (hardware & Software) which will host portal and applications should be prepared and explained in detail and should be submitted with the project.
17. Developer training for designing a GIS web portal & web mapping applications development, and adding new features and applications and publishing and configurations of the system and applications.
18. Application user training for the collector plus a customized training for the whole system and web portal and customized GIS applications.

9. Confidentiality Statement: Potential supplier(s) keep RFP details confidential. If extensive customizations are required by the vendor to tailor their product into the proposed solution, the supplier is required to state all anticipated costs and shall provide a “Not to Exceed” price for the supply, installation and implementation of customized features.

10. Financial Proposal Submission Format

Financial Proposals - The Vendor is required to prepare and submit the Financial Proposal in separate envelopes as indicated in the Proposal Submissions Guideline. Pricing should include all costs that might be required for the purpose of rendering this service. Vendors should keep RFP details confidential, and should use the following Financial Proposal Template. No other templates would be accepted.

Financial Proposal

S/L	Description	Price in USD
1.	Supply and Installation of GIS Software: 1. ArcGIS for Server Standard Workgroup 2. ArcGIS for Desktop, Basic, Concurrent 3. Xtools Pro	
	Design and Development of GIS Web Portal and Web Mapping Application for Joint Crisis Coordination Centre (JCC) including delivery of Source Code and copyright to JCC.	
	Amount in Words: ()	
2.	Annual Maintenance Cost of the Proposed System (for additional year during extension, if any)	
	Amount in Words: ()	
3.	JCC Staff Capacity Development Training Cost including administrative, professional or mobilization costs	
	Amount in Words: ()	

11. Proposal Submissions Guideline:

1. The Vendor shall enclose the Original and Two Copies of the Technical Proposals in separate sealed envelopes, duly marking the envelopes as “TECHNICAL PROPOSAL in ORIGINAL” and “TECHNICAL PROPOSAL COPY1” and “TECHNICAL PROPOSAL COPY2”, as appropriate. These 3 separate envelopes containing the Original and the 2 copies of Technical Proposal shall then be enclosed in one single envelope duly marking the envelope as “TECHNICAL PROPOSALS”.
2. The Vendor shall enclose the Original and one Copy of the Financial Proposal in separate sealed envelopes, duly marking the envelopes as “FINANCIAL PROPOSAL in Original” and “FINANCIAL PROPOSAL COPY”. These 2 separate envelopes containing the Original and 1 copy of Financial Proposal shall then be enclosed in one single envelope duly marking the envelope as “FINANCIAL PROPOSALS” with a warning “Do Not Open With The Technical Proposal.”
3. If the envelopes are not sealed and marked as mentioned, the Client shall take no responsibility for misplacement, premature opening or cancellation of the Proposal.
4. If the Technical & Financial Proposals are not submitted in a separate sealed envelopes duly marked as per instructions above or if the competing firm doesn't meet any of the criteria above, this may constitute grounds for declaring the Proposal non-responsive.

12. Deadline of Submission of RFP

Proposal Responses - The Procuring Authority must receive responses to the RFP no later than 3:00 pm on 10 April, 2016. Proposals received after the due date will not be accepted.

Send completed responses to the following address:

Paper copy of RFP to:

Director General

JCC, Ministry of Interior, Kurdistan Regional Government

Raparin Quarter, 40 Meter Street, Brayaty Twin Roads, Erbil, Kurdistan Region, Iraq

[Ref: Supply and Installation of GIS Software, and Design and Development of GIS Web Portal and Web Mapping Application for Joint Crisis Coordination Centre (JCC) RFP]

Electronic copy of Supply and Installation of GIS Software, and Design and Development of GIS Web Portal and Web Mapping Application for Joint Crisis Coordination Centre (JCC) RFP: In MS Word, via email to: hoshang.mohamed@krg.org

Pre-Submittal Queries- Vendors who have any query about this RFP shall submit via email to sarhad.omar@jcckrg.org , moi.jcc@jcckrg.org

The Procuring entity must receive questions no later than 10 April 2016 to enable the Procuring Authority to respond. Failure to request for clarifications of any inadequacy, omission or conflict will not relieve the Vendor of responsibility.

13. JCC General Conditions

RFP Amendments - The Procuring Authority reserves the right to request clarification on any proposal or to ask respondents to supply any additional material deemed necessary to assist in the evaluation of the proposal. The Procuring Authority reserves the right to change the RFP schedule or issue amendments to the RFP at any time. The Procuring Authority also reserves the right to cancel or reissue the RFP.

Rejection of Proposals - The Procuring Authority reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the Procuring Authority. Any incomplete proposal shall not be considered and this could be a reason for disqualification.

Proposal Validity Period - Submission of a proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 90 days following the submission deadline and will become part of the contract that is negotiated between the Procuring Authority and the successful vendor.

Legal Status

The vendor shall be considered as having the legal status of an independent contractor vis-à-vis JCC. The Vendor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of JCC.

Vendor's Responsibility for Employees

The Vendor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of the Contract, respect the local customs and conform to a high standard of moral and ethical conduct.

Insurance and Liabilities to Third Parties

- (a) The Vendor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- (b) The Vendor shall provide and thereafter maintain all appropriate workmen's compensation and liability insurance, or its equivalent, with respect to its employees to cover claims for death,

bodily injury or damage to property arising from the execution of this Contract. The Vendor represents that the liability insurance includes sub-contractors.

(c) The Vendor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of work under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Vendor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.

Non-Obligation - Receipt of proposals in response to the RFP does not obligate the Procuring Authority (JCC) in any way. The right to accept or reject any proposal shall be exercised solely by the Procuring Authority. The Procuring Authority shall retain the right to abandon the proposal process at any time prior to the actual execution of a contract with a vendor, and the Procuring Authority shall bear no financial or other responsibility in the event of such abandonment.

Maintenance Period and Corrective Measures: For any limitation of the product identified during the software maintenance service period of two years from the date of supply, the Vendor shall be legally bound for and bear all responsibilities of immediate corrections/solutions to the full satisfaction of the Procuring Authority at free of costs.

Disclaimer - The Procuring Authority reserves the right to share, with any consultant/expert of its choosing, the RFP and any resultant proposals in order to secure expert opinion.

Copyright, Patents and Other Proprietary Rights - JCC shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights and trademarks, with regard to documents and other materials which bear a direct relation to or are prepared or collected in consequence or in the course of the execution of this contract. At JCC's request, the Vendor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring them to the JCC in compliance with the requirements of the applicable law.

Income Tax - The Vendor is responsible to pay income tax applicable to this contractual amount to the appropriate authorities as per the KRG law and/or law of their respective country.

Public Disclosure - All materials provided to the Procuring Authority by Vendors are subject to KRG public disclosure laws.