

INTERNATIONAL DEVELOPMENT LAW ORGANIZATION
REQUEST FOR PROPOSAL

Reference: RFP N_357-HQ_22

Date: 09th January 2023

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly requests your Company/Organization to submit a Proposal for Designing a Dispute Management System (DMS). The full requirement is described in Annex C. We also request that your Proposal is submitted using the format specifically detailed in Annex D, E and F.

Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Proposal shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Proposal, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Bidder to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Request for Proposal (RFP).

By submitting a Proposal in response to this information, Bidders are confirming acceptance of IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

This RFP consists of the following Annexes. Please be guided by these in preparing your Proposal:

a.	Instructions to Bidders	Annex A
b.	Technical Evaluation Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Proposal Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Bidder's Proposal	Annex F
g.	IDLO Special Conditions of Contract	Annex G
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex H

For any questions/clarifications related to this RFP before Deadline for Submissions of Proposals, please contact IDLO on tenders@idlo.int and mention **RFP N_357-HQ_22**-in the subject section of your email.

Deadline for Submission of Proposals: On or before **Date: January 31, 2022, Time: 15:00 hours Rome, Italy** local time.

Thank you and we look forward to receiving your quotation.

Sincerely yours,

International Development Law Organization | IDLO

Rwanda Country Office

ANNEX A
INSTRUCTIONS TO BIDDERS

1. General Considerations	<p>In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify IDLO.</p>
2. Cost of the Proposal	<p>The Bidder shall bear all costs associated with the preparation and submission of the Proposal. IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
3. Currency of Proposals	<p>Proposals shall be nominated exclusively in USD</p> <p><i>Note: Local Bidders/Suppliers must comply with any applicable laws regarding doing business in other currencies</i></p>
4. Language of the Proposal	<p>The Proposal and all correspondence and documents relating to the Proposal exchanged by the Bidder and IDLO shall be written in the English language.</p>
5. Delivery Term and Place	<p>Services are to be provided in Kigali from March 2023 to October 2023</p> <p>the IDLO National Programme Lead, and in close coordination with the ICT IDLO Department and NLA</p> <p>Bidder to advise IDLO if their proposal has elements of supply of goods. If yes, Bidder must inform if Customs Clearance are required and whose responsibility it is to do so</p>
6. Deadline for Submissions of Proposals	<p>The Proposal shall be addressed to IDLO on or before Date: January 31st 2022 Time: 15:00 hours Rome, Italy local time.</p> <p><i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.</i></p>

7. Documents comprising the Bidder's Proposal	<p>The Proposal shall comprise the following components:</p> <ol style="list-style-type: none"> 1. Proposal Submission Form (see Annex D); 2. Bidder Information Form (see Annex E) 3. Bidder's Proposal divided into: <ol style="list-style-type: none"> a. Technical Proposal (see Annex F1) b. Financial Proposal /Price Schedule (see Annex F2)
8. Contents of solicitation documents	<p>Proposals must offer services for the total requirement, unless specified otherwise in this RFP.</p> <p>Proposals offering only part of the requirement will be rejected.</p> <p>The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Proposal.</p>
9. Clarification of solicitation documents	<p>A prospective Bidder requiring any clarification on this RFP may contact IDLO by email on tenders@idlo.int no later than 72 hours prior to the deadline for submission of Proposals.</p> <p>The requests for clarification will have "Request for clarifications for RFP N_357-HQ_22" mentioned in the subject.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
10. Amendments of solicitation documents	<p>At any time prior to the deadline for submission of Proposals IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p>

	<p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Proposals.</p>
<p>11. Proposal submission</p>	<p>The Bidder shall structure the Technical part of the Proposal as follows:</p> <p>(a) Proposed methodology This section should demonstrate the Bidder's responsiveness to the TOR/specifications by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics, proposed warranty and demonstrating how the proposed methodology meets or exceeds the requirements.</p> <p>The Technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules. Any technical proposal containing price information will be disqualified from consideration.</p> <p>It is mandatory that the Bidder's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.</p> <p>Information which the Bidder considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.</p>
<p>12. Format, signing sealing, marking and</p>	<p>The Proposal shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization</p>

<p>submission of Proposals</p>	<p>shall be indicated by written power-of-attorney accompanying the Proposal.</p> <p>The Proposal must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Proposal.</p> <p>The Proposal will consist of two attached files named "Technical Proposal" and "Financial Proposal".</p> <p>The "Financial Proposal" file will contain Price Schedule (see Annex F2) and will be password-protected by the Bidder. If the proposal passed the Technical Evaluation, IDLO will additionally communicate with Bidders for obtaining the password for Financial Proposal. Only Financial Proposals from Bidders whose Technical Proposals have passed the Technical Evaluation will be opened.</p> <p>The Bidder shall send two emails; one for Technical Proposal and one for the Financial Proposal to tenders@idlo.int</p> <p>With the Subject: "Technical Proposal for RFP N_357-HQ_22" and with the Subject: "Price Proposal for RFP N_357-HQ_22" before the deadline stipulated in this RFP.</p>
<p>13. Joint Venture, Consortium, or Association</p>	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p>



After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.

The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one proposal.

The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.

A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:

- a) Those that were undertaken together by the JV, Consortium or Association; and
- b) Those that were undertaken by the individual entities of the JV, Consortium or Association.

Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.

The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association

		shall be subject to the eligibility and qualification assessment by IDLO.
14. Only Proposal	One	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process; e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; f) or some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.
15. Late Proposals		Any Proposal received by IDLO after the deadline for submission of Proposals, pursuant to clause <i>Deadline for the submission of Proposals</i> , will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Proposal was sent by email but was not properly received due to issues in IDLO mailing system.
16. Validity Period of Proposals		All Proposals will be valid for 90 days from the deadline for submission of Proposals. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Bidders shall be invited to confirm the extension in writing, without any modification

	<p>whatsoever on the Proposal. The Bidders may choose not to extend the validity period of the Proposals upon request of IDLO.</p>
<p>17. Modification and withdrawal of Proposals</p>	<p>The Bidder may modify/withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Proposals.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals. No Proposal may be modified nor withdrawn after to the deadline for submission of Proposals. No Proposal may be modified/withdrawn in the Interval between the deadline for submission of Proposals and the expiration of the period of Proposal validity specified by the Bidder in the Proposal Submission Form.</p>
<p>18. Amendment of the proposal</p>	<p>At any time prior to the deadline of Proposal submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
<p>19. Bidders' conference</p>	<p><input checked="" type="checkbox"/> N/A</p>
<p>20. Right to accept, reject, or render non-responsive any or all Proposals</p>	<p>IDLO reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to annul the solicitation process and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Proposer(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.</p>
<p>21. Clarification of Proposals</p>	<p>To assist in the examination, evaluation and comparison of Proposals, IDLO may at its discretion ask the Bidder for clarification of its Proposal. The request for clarification and the response shall be in writing and no change</p>

	in price or substance of the Proposal shall be sought, offered or permitted.
22. Evaluation of Eligibility and Qualification	In general terms, Bidders that meet the following criteria may be considered qualified: <ul style="list-style-type: none"> a) They are not included in IDLO Sanctions lists (EU, US, UN); b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with IDLO General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
23. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Proposal is still valid.
24. Preliminary Screening	IDLO will screen the Proposals' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Proposals are generally in order. Only Bidders that pass will proceed to Technical Evaluation
25. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Proposal will be rejected.
26. Due Diligence	IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the

	<p>following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder. d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary. e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.
<p>27. Responsiveness of Proposals</p>	<p>IDLO will determine the substantial responsiveness of each Proposal to the RFP. For purposes of this Clause, a substantially responsive Proposal is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.</p>
<p>28. Evaluation of Proposal</p>	<p>A two-stage procedure is utilised in evaluating the Proposals after Preliminary Screening has been conducted; with evaluation of the Technical Proposal being completed prior to Financial Proposal being opened and compared.</p> <p>The Financial Proposals (Price Schedules) of the overall Proposals will be opened only for submissions that passed minimum technical score of 490 points of the maximum obtainable 700 points.</p>



	<p>The evaluation will be conducted in accordance with the cumulative analysis method, according to which the Technical and Financial Proposals have pre-assigned weights and pre-assigned maximum number of scores:</p> <ul style="list-style-type: none"> - Technical Proposal -70%, - 700 points maximum, - Financial Proposal - 30%, - 300 points maximum. <p>The contract will be awarded to the Proposal with highest combined score obtained in technical and financial evaluation.</p> <p>Technical Evaluation The technical Proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) as per the evaluation criteria below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.</p> <p>Financial Evaluation In the second stage the Financial Proposals of all Bidders who attained a minimum 490 points in Technical Evaluation will be reviewed. The lowest amount for technically qualified Financial Proposal will be awarded maximum 300 points and other Financial Proposals will be awarded points in accordance with the following formula: Financial Proposal score = (Lowest Price / Price under consideration) x 300.</p>
29. Debriefing	<p>In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for IDLO procurement opportunities. The content of other proposals and how they compare to the Bidder's submission will not be discussed.</p>
30. Right to Vary Requirements at the time of the Award	<p><input type="checkbox"/> N/A for Framework Agreement</p> <p><input checked="" type="checkbox"/> Yes - At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of [goods and/or services], by up to</p>

	a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
31. Contract Signature	Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Proposals.
32. Payment Terms	IDLO will make payment within 30 days after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
33. General Terms and Conditions and Supplier Code of Conduct	Any Contract or Purchase Order that will be signed as a result of this RFP shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H. The mere act of submission of a Proposal implies that the Bidder accepts both Annexes in full.
34. Liquidated Damages	<input type="checkbox"/> N/A <input checked="" type="checkbox"/> Yes - For late delivery of Goods, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 23 of the General Terms and Conditions. Liquidated damages for inferior quality or non-conformance of specifications of Goods will be assessed on a case-by-case basis in accordance with the severity of the problem as determined solely by IDLO. The application of this liquidated damages provision shall not relieve the Contractor of its obligations or liabilities pursuant to this Contract.
35. Partial Bid	<input checked="" type="checkbox"/> Not permitted (All or Nothing) <input type="checkbox"/> Permitted

**ANNEX B
TECHNICAL EVALUATION CRITERIA**

Scoring Weight and Point

Summary of Technical Proposal		Score Weight	Points Obtainable	Bidder A
1	Establishment and experience with similar projects	25%	175	
Methodology				
2	Explanation of the proposed overall methodology for producing the expected results of the assignment, the methodology for various sections/stages, list of deliverables, and timeline and budget.	35 %	245	
	Adequacy of the extent to which the proposed methodology approach and work plan seems realistic, meets the requirements of the assignment and reflects the degree to which the Bidder understands the assignment and has the important aspects of the task been addressed in sufficient detail	15 %	105	
	The overall engagement, management and participatory approach, and quality assurance on deliverables	15 %	105	
	Structure of the proposal	2.0 %	14	
	Clarity and conciseness of the language used in the proposal	2.0 %	14	
	Layout of the proposal including formatting	2.0 %	14	
3	Monthly Reporting	4.0 %	28	
Total		100%	700	
Minimum Score to determine Pass/Fail			490	
Bidder's Score				
Bidder Pass/Fail to proceed to opening of Financial Proposal				

ANNEX C
TERMS OF REFERENCE

Background

IDLO's Land Conflict Resolution Project (LCRP), funded by the National Enterprise Agency (RVO) of the Government of The Netherlands, is partnering with the National Land Authority (NLA) of Rwanda to strengthen the land dispute justice. Among the activities foreseen under this Project, IDLO will support NLA to design a Dispute Management System (DMS), an application aiming at helping NLA officials in charge of solving land disputes to effectively execute their mandate.

All disputes and outcomes are recorded in the system through a **Compliant Registration Form** attached herewith as **Annex C**. The Form aims at collecting information about the case as follows:

- ✓ Bio data of the parties
- ✓ Classification of the case based on the area of jurisdiction
- ✓ Content of the disputes and declarations from both parties
- ✓ Bio data of the witnesses, if any, or any other party involved in the disputes
- ✓ Information about the evidences provided, if any
- ✓ Information about the referral of the case, if it applies
- ✓ Agreement/Decision reached

In order to systematize data collection and data analysis, IDLO and the national counterparts seek **to identify a company/vendor with relevant expertise in system/software development. The vendor will be in charge of creating an online data registration, aggregation and reporting system.**

Reporting to the IDLO National Programme Lead, and in close coordination with the ICT IDLO Department and NLA, the vendor will be responsible for the following deliverables and activities:

Deliverable and Activities:

A. Analysis and Development of a Database and Web Application for the NLA

Description

The Database and related Web Application, also called Dispute Management System (DMS), should be web-based and run through the NLA domain/sub-domain. The system will be developed in accordance with the characteristics below:

- Allow users to register and login electronically to the Online system/platform;

- Users get information on how to file a complaint case and be able to file a case to the Dispute resolution organ (District/ City of Kigali or NLA) and upload proof of submitted document;
- Send the filed cases to the dispute resolution organ via email and keep filed cases into the system to be visualized by authorized officials;
- Allow the case manager at the Dispute resolution organ after receiving the case to be able to initiate the process with all the files and correspondences involved to be uploaded into the system;
- Provision of a security model that supports controlled access to specific features of the system. Once the dispute resolution starts, all involved stakeholders (Claimant, respondent, Dispute resolution organ officials...) to be added to the case with restricted login and right to that specific case;
- Allow all submission, correspondence, timeline, and requests from stakeholders to be uploaded into the system, and authorized recipients and stakeholders are notified instantly via email and/or SMS notifying them of the new activity;
- Have a Calendar/full facility linked with all case activities, with automated reminders on Case proceeding notifications to all parties involved (filing, mediation, hearing and adjudication,) and any deadline status on the case or upcoming events to ensure important events are not overlooked;
- Ensure Security and data privacy through a secured hosting system, encrypted on-premises, leased, or cloud server;
- Generate data reports that can be exported into a simple format, such as excel disaggregated by relevant variables, targets, and indicators (number and status of cases);
- Capacity to store data reports for multiple years for monitoring and reference;
- Support the upload of a large number of files and heavy files in a single transmission;
- To have a local, remote, and cloud backup. Case documents hosting automatically indexes and stores case documents for easy retrieval by users;
- Maintain a record of all SMS and email notifications delivered;
- The NLA to customize folder structure, and user permissions;
- Grant access to the online system/platform to other institutions (i.e. MINIJUST) and possibly linked to the LAIS system of the MINIJUST through an API.

The Database and related Web Application shall have an interface that fully reflects the **Complaint Registration Form** attached as Annex 1 and shall have the following requirements:

1. ICT Infrastructure

The Data Base and Web Application shall be hosted and compatible with the ICT infrastructure of the National Land Authority and shall be characterized by:

- Linux Operating System;
- NLA Dispute Management System shall be developed using WordPress and MySQL; the C panel should be compatible with PHP and MySQL;
- Presence of physical or virtual server, which has to be availed for, been holding by the NLA. The vendor shall create online Dispute Management system subdirectory via NLA's domain (example option 1:rlma.rw/dsm; option 2.: dsm.rlma.rw);
- The Developer will follow the instructions of the NLA Director General upon recommendations formulated by a taskforce composed by NLA technical teams (Head of Land Administration, Head of Digitalization division), the ICT Department of the Ministry of Justice of Rwanda, the Rwanda Information Society Authority (RISA) and the IDLO National Field Programme to choose the best option;
- Backup service of the IT infrastructure that can be either automatic backup and manual;
- Presence of a team of ICT staff who can work with the Developer for the web application and installation.

2. Requested technologies

- The development language shall be PHP and MySQL;
- MySQL: Open-source database management system;
- PHP: General-purpose scripting language especially suited to web development;
- PHP: Symphony PHP framework to create websites and web applications;
- RESTful AP: An API that uses a standard set of HTTP requests.

3. Multilevel Structure, Users and Accounts

The system will have a **multilevel structure with different level of access for 4 main typologies of users** such as Justice seekers (community beneficiary), District/City of Kigali Land Managers, National Land Authority and the MINIJUST:

- **Justice seekers:** able to file claim, upload documents (all exhibits), visualize and download any outcome of the dispute in which he/she is involved in;
- **District/City of Kigali Officials:** able to visualize uploaded documents and files, aggregate data and develop reports, decide or

process the case to upper level for decision-making, pull out report only related to their specific jurisdiction (case of disputes of land located in their district/ city of Kigali boundaries);

- **National Land Authority (admin)**: able to fully access, aggregate data and develop reports for NLA database at the national level;
- **MINIJUST**: able to able to visualize uploaded documents and files, aggregate data and develop reports.

The application will have a web interface NOT accessible to the public but only to the authorized users. through a Login authentication process.

The platform will have different privileges users or accounts that can give access to different level of information (from 2 to 4) depending on the professional role and duties of the users, in line with the 4 multilevel structure described above. The specific privileges will be mapped and defined by NLA in collaboration with the Rwanda Information Society Authority (RISA).

4. **Data Management and Aggregation**

The application shall allow to screen cases, analyse, aggregate data and generate statistical reports and infographics on a monthly, quarterly, yearly basis for the following criteria:

- District/City of Kigali, NLA at the National level (with any needed details on village, cell and sectors)
- Gender aggregation
- Age
- Jurisdiction (type) of cases
- Status of the case (referred, adjudicated, pending).

The application shall be set up in order to incorporate additional filters and aggregation criteria if needed in the future.

5. **Language**

The platform shall have the interface in both Kinyarwanda, English and French.

6. **User Interface**

The database should have:

- Graphical Users Interface (GUIs)

- Color, brightness and contrast. Avoid including colors or buttons excessively.
- Text via font sizes, bold type/weighting, italics, capitals and distance between letters. Users should pick up meanings just by scanning.
- Compatible and accessible with/from common devices, i.e. PCs, smartphones, tablets and others.

7. **Data Registration**

- The Online Complaint Registration Form will **fully reflect the entries of the Complaint Registration Form (which could also be available in a paper-based format)**;
- The system will automatically assign a specific ID code to each **online Complaint Registration Form** based on the specific case location, number, and year. Each Form shall be classified as closed, pending, or referred based on the information/status reported in the Form;
- The system will allow to **upload scanned documents in pdf** to the online Complaint Registration Form, such as: copy of the evidences, declaration from the parties, copy of the decision, referral form and registration form of the case to court;
- Based on the **status of the case** (pending, referred or adjudicated), some attachments will be mandatory;
- The data registration will be done online through the web interface and will be used independently in the different locations, based on the different level of access provided;
- The online Complaint Registration Form shall be always printable with a dedicated space for the signatures of the adjudicators in line with paragraph 13 of the paper-based Complaint Registration Form (Annex 1);
- The system shall allow to identify cases in danger of exceeding case time deadlines (including the time for ADR referral and resolution) and case processing time standards;
- The specific needs for data registration will be revised and adjusted during the development based on the indications provided by IDLO, NLA and other national counterparts.

8. **Security, Users and Groups Management**

- The database will contain sensitive information accessible only to authenticated users.
- The number of users can change with the platform usage.

- The database should have different levels of users in line with the multilevel structure as described under point 2.
- The database should have security and privacy requirements developed in line with the most common international best practices, i.e. OWASP (https://owasp.org/www-pdf-archive/Developing_Secure_Applications_with_OWASP.pdf).
- The specific password criteria (number and type of characters, validity etc) will be developed upon consultation with NLA and RISA.

9. Search Capabilities

The Database shall have:

- Simple and Advanced Search functionalities;
- Search functions based on users and related roles.

In order to achieve this deliverable the company/vendor shall:

- Preliminary consult with IDLO and NLA to map out the specific needs in line with the above technical specifications. The consultation will focus on the specific needs that the online registration platform shall fulfil, with particular reference to the different level of data access and aggregation criteria.
- Work, in coordination with the dedicated NLA team, on the IT infrastructure and hosting services of the Database and Web Application.

B. Web App Testing and Set up

Description

Further to development of the Database and Web App, the Vendor will be responsible to conduct the testing in close collaboration with the NLA team to assess the functionality of the online system. Upon a positive result, the vendor will be responsible for the set-up, configuration and installation of the Web App in the NLA infrastructure to ensure redundancy.

C. Identification of Back up Procedure

Description

The Vendor shall identify, in coordination with NLA team, the best back-up procedures to avoid faults and downtimes

E. Delivery of the source code, technical documentation, and training:

Description

The Vendor shall provide NLA and IDLO with the source code and technical documentation of the system to ensure that in case of changes in the web tool, the information and data is fully accessible in the future. The Vendor will also conduct a training on the use of the Web App to the NLA Staff and other users in the districts and the City of Kigali.

F. Maintenance

The Vendor shall guarantee 12 months of post-release assistance. During the maintenance period, the assistance will focus on bugs and/or errors, as for new changes that require additional development, they will not be requested.

Deliverables and conditions

To develop the Dispute Management System (DMS), with the characteristics outlined above, the vendor shall:

- Analyse the existing process of dispute registration and propose a revised business flow to speed up dispute registration and management through the DMS;
- Highlight the system requirements for the DMS;
- Design a Dispute Management System;
- Perform the system integration with LAIS, NIDA and Irembo and explore the possibility to link DMS to IECMS;
- Deploy of the developed system;
- Ensure system maintenance after deployment;
- Draft and share a proposed work plan with specific timelines, including: (i) engineering existing business processes; (ii) methodology & approach to undertake the assignment; (iii) system integration and interoperability plan; (iv) proposed Solution Architecture & Technologies to be used;
- Fully tested and functioning system/Platform with four models implemented with two main modules namely storms and landslide fully operational.
- Draft and share a Final report and a Full Solution document, including: (i) Business Process - Workflow Chart; (ii) Solution Architecture/data model; (iii) User manuals; (iv) System technical documentation; (v) Handover of the source code.
- Delivery of the source code, technical documentation, and training

SAMPLE FORM TO REGISTER DISPUTES AND OUTCOMES IN THE DMS

Complaint Registration Form- **SAMPLE Form**

Case Number: _____

Date ____/____/____

1. PLAINTIFF / COMPLAINANT INFORMATION

Full Name _____
District: _____ Village: _____
Mobile number: _____
IDP: Yes No Refugee: Yes No
Gender M F Age : _____

2. DEFENDANT INFORMATION

Full Name _____
District: _____ Village: _____
Mobile number: _____
IDP: Yes No Refugee: Yes No
Gender M F Age : _____

3. The complaint has been made before on this issue: YES
NO If yes:

a. Who made it: _____
b. Date of registration: _____



c. What was the
outcome: _____

4. Statements of parties

Complainant:

Defendant: _____

5. Nature of the dispute (Select those that apply):

- Family dispute:** Consent for Marriage Livelihood
- Child care /family maintenance Inheritance
- Other _____
- Domestic **violence** NOT resulting in serious bodily /mental harm
- Other forms of gender-based violence NOT resulting in sexual or serious bodily/mental harm
- Threat of physical /mental harm, including attempted FGM/C
- Ownership/Possession of **immovable property** (i.e. un built land, buildings/houses/farms)
- Ownership/Possession of **movable property**
- Rent **disputes** related to moveable/immovable property.
- Disputes in **contracts or business transactions**
- Injuries NOT resulting in seriously bodily and mental harm
- Disputes related to **theft**
- Damages from **accidents/ road accidents** and other extra-contractual liabilities
- Other (specify): _____
- Outside of the scope or jurisdiction (specify):**

Referral to Competent Authority
(specify _____ Date: _____)

6. Please describe what the dispute is about:

Date and place of the fact: _____

Description: _____

7. Summary of the dates of the hearing and actions (if different from the dates of the case registration):

i. _____
 ii. _____
 iii. _____

8. ADR procedural steps utilized:

A. Evidences.

What evidences are available/have been submitted about this case, if any?

Complainant _____

Defendant _____

B. Witness declarations: YES NO If yes, number of witnesses:

I. Witness for the Complainant		
Full Name: _____		
District: _____	Village: _____	Phone number: _____
Gender: M <input type="checkbox"/>	Age: _____	Relation with the party: _____
Complainant's Witness Declaration: _____		

II. Witness for the Defendant		
Full Name: _____		
District: _____	Village: _____	Phone number: _____
Gender: M <input type="checkbox"/>	Age: _____	Relation with the party: _____



Defendant's Witness Declaration:

C. Were witnesses or other excluded from hearings? YES NO
If yes:

Role of person excluded:

Reason(s):

D. Investigation about evidences YES NO If yes, date and outcome:

9. Names and role of the persons accompanying the parties (e.g. clan elders, intellectuals, Uluma):

a) Complainant:

1.

2.

b) Defendant:

1.

2.

10. Summary facts of the dispute (By the Adjudicators' Panel):

11. Legal framework used to solve the dispute:

Xeer

Other (Specify): _____

Sharia

12. Settlement by Agreement/Decision YES NO

Terms of the Agreement/Decision (Reason for the decision):

**13. If No, Referral due to non-resolution of the case: YES
NO**

Authority referred to: _____ Date:

**14. Names and signatures of Committee solving the complaint /
dispute:**

Names of Adjudicators	Signature
1.	
2.	
3.	
4.	
5.	

Date of the Agreement/Decision: _____

Signature of the ADR Center Clerk:

_____ (stamp)

**ANNEX D
PROPOSAL SUBMISSION FORM**

**(This Form must be submitted using the Supplier's Official
Letterhead/Stationery in the format specified below)**

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional Services for [INSERT AMOUNT OF MONEY AND CURRENCY] as may be ascertained in accordance with the Financial Proposal (Price Schedule) attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 90 days from the date fixed for opening of Proposals in the Request for Proposals, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Proposal you may receive.

Company/Organization: _____

Name: _____

Title: _____

Date: **Select date**

Signature: _____

Duly authorized to sign

this Proposal



**ANNEX E
BIDDER INFORMATION FORM**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP No. N_43_2021_SOM		
Legal name of Bidder	[Complete]		
Legal address	[Complete]		
Year of registration	[Complete]		
Bidder's Authorized Representative Information	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Are you an IDLO vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert IDLO vendor number]		
Countries of operation	[Complete]		
No. of full-time employees	[Complete]		
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]		
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]		
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Please attach the following documents:	<input checked="" type="checkbox"/> Certificate of Incorporation/ Business Registration <input checked="" type="checkbox"/> Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder.		



- Trade name registration papers, if applicable
- Quality Certificate for goods (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if relevant
- Patent Registration Certificates, if any of technologies submitted in the tender is patented by the Bidder
- Certification or authorization to act as Agent on behalf of the Manufacturer, or Power of Attorney.
- Export Licenses, if applicable
- Local Government permit to locate and operate in assignment location, if applicable
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country
- Self-Attestation Letter for Eligibility, Bankruptcy and Litigation History.
- Letters of Reference from at least two (2) clients indicating service delivery of similar Goods in the past two (2) years with contactable domain email references for verification.
- Company Profile.
- Audited financial statements (balance sheets, including all related notes, and income statements) for the last 3 years.

ANNEX F1- TECHNICAL PROPOSAL

A. Establishment and Experience

1. Company profile, including printed brochures and product catalogues relevant to the goods and/or services being procured, information on number of years in operation, country of incorporation, and types of activities undertaken.
2. General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
3. Relevance of specialized knowledge and experience on similar engagements done in the region/country within past 3 years; to be substantiated with copies of prior contracts, or contactable references and details of project size/scope
4. Experience working with other Inter-Governmental Organizations such as the World Bank and the United Nations and/or International Non-Governmental Organizations
5. Project resources planned to be assigned to this Contract (including CVs, certifications and qualifications of team members). Any new resources be recruited after award of contract?

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/Qualifications	[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]
	[Insert]
Professional certifications	[Provide details of professional certifications relevant to the scope of goods and/or services]
	▪ Name of institution: [Insert]



	▪ Date of certification: [Insert]	
Employment Record/ Experience	[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]	
	[Insert]	
References	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i>	
	Reference 1: [Insert]	Reference 2: [Insert]

B. Methodology

1. This section should demonstrate the Bidder's responsiveness to the Terms of Reference (TOR) and has the highest percentage of Points
2. Explanation of the proposed overall methodology for producing the expected results of the TOR
3. Provide Detailed Project Implementation Plan Showing Mobilization Timeline from the signing of the contract, how deliverable can be met on time from the time that the contract is signed
4. Please explain details of quality control points
5. Geographical coverage, including details of staff or offices or sub-contractors already operating in selected areas, if applicable

C. Reporting

1. Please explain progress reporting and final schedule

ANNEX F2- FINANCIAL PROPOSAL

The Bidder is requested to prepare the Financial Proposal/Price Schedule as a separate envelope from the rest of the RFP response as indicated in the Instructions to Bidders.

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

In case of an equipment component to the service provided, the Price Schedule should include figures for both purchase and lease/rent options. The IDLO reserves the option to either lease/rent or purchase outright the equipment through the Bidder.

The format shown in the below table should be used while preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

Description of Activity/Item	Estimated amount USD
1. 1. Analysis and Development of a Database and Web Application for the NLA	
2. Web App Testing and Set up	
3. Identification of Back up Procedure	
4. Delivery of the source code, technical documentation, and training	
5. Maintenance	
6. Training	
7. Discount offered in Any	
TOTAL COST	



ANNEX G
IDLO SPECIAL CONDITIONS OF CONTRACT

Not applicable

ANNEX H
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR
SERVICES
AND
IDLO SUPPLIER CODE OF CONDUCT

Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

[https://www.idlo.int/sites/default/files/documents/general terms and conditions for goods august 2020.pdf](https://www.idlo.int/sites/default/files/documents/general%20terms%20and%20conditions%20for%20goods%20august%202020.pdf)

[https://www.idlo.int/sites/default/files/documents/general terms and conditions for services august 2020.pdf](https://www.idlo.int/sites/default/files/documents/general%20terms%20and%20conditions%20for%20services%20august%202020.pdf)

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>