



PROCUREMENT OF NON-CONSULTING SERVICES

REQUEST FOR QUOTATION

DEVELOPMENT AND MAINTENANCE OF DONATION PORTAL & SPHF WEBSITE

Our Reference: PK-SPHFC-376541-NC-RFQ

Dated: 18 August 2023

1. The Government of Sindh has received credit through EAD, Govt. of Pakistan from the International Development Association towards the cost of Sindh Flood Emergency Housing Reconstruction Project (the Project). Sindh Peoples Housing for Flood Affectees (the Company) is implementing agency of the project. The Company intends to apply a portion of the proceeds of this credit to eligible payments under the Contract for which this RFQ is issued.
2. The Company now invites quotations for the Procurement of the Services for **Development and Maintenance of Donation Portal and SPHF Website** from reputed firms having previous experience to provide these types of non-consulting services.

Detailed Description of Services is available on Company's website www.sphf.gos.pk

3. A Donation Portal needs to be designed to facilitate individuals and organizations (in Pakistan or across the globe) desiring to make online/offline donations for construction of resilient houses for flood affectees in Sindh province, Pakistan. The portal has to be simple and secure medium to register a donor, select donation option, process payment online/ offline and track impact of the donation made. The service provider shall also develop and design a website, donor web application, platform admin panel and application maintaince for the Project.
4. The received quotations will be evaluated as per 'RFQ' method of procurement in accordance with the World Bank Procurement Regulations for IPF Borrowers dated July 2016 as revised through Fourth Edition, November 2020 available on www.worldbank.org. The acceptable terms and conditions of the lowest, responsive and technically compliant quotation shall be incorporated in the Contract.
5. The design, development and commissioning of the required services are to be commenced immediately after signing of the Contract. The quotations containing the technical and financial details with complete profile of the service providers/ firms also indicating the relevant experience may be addressed and submitted to the Chief Executive Officer SPHF on the address below on or before **31 August 2023** during the business hours.
6. The quotation must be valid for atleast 45 days from the submission date and the quoted price should include all the applicable local taxes/duties and transportation charges etc.

---s/d---

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Sindh Peoples Housing for Flood Affectees

Development and Maintenance of Donation Portal and SPHF Website

(Activity ref # PK-SPHFC-376541-NC-RFQ)

Description of Services

1. Background

Pakistan experienced heavy monsoon rains between June and September 2022, which has severely affected millions of households, mainly in Sindh and Balochistan. Around 33 million people have been displaced and more than 13,000 kilometers of roads destroyed. The flooding has damaged 2.2 million houses, flooded around 9.4 million acres of crops, and has killed an estimated 1.2 million livestock. Moreover, limited access to input and output markets and temporary disruptions to supply chains have driven up food prices and added to existing price pressures resulting from reduced agricultural yields and the global rise of food prices. Preliminary estimates suggest that as a direct consequence of the floods, the national poverty rate may increase up to 4 percentage points, potentially pushing around 9 million people into poverty. The recently completed Post-Disaster Needs Assessment (PDNA) estimates total damages to be US\$14.9 billion, while total economic losses have reached about US\$15.2 billion. Estimated needs for rehabilitation and reconstruction are at US\$16.3 billion, not including new investments beyond the affected areas needed to strengthen Pakistan's resilience to future shocks.

Sindh has been disproportionately affected by the 2022 floods. According to the NDMA, 792 of the 1,731 nationwide casualties were in Sindh, including 336 children, with 8,422 people injured. Similarly, reports estimate that more than 4.9 million acres of agricultural land has been affected in the province, which is more than half of the nationwide total.¹ Vast areas in Sindh witnessed prolonged inundation lasting several weeks.²

According to the last pre-floods housing census from 2017, there were 2,756,499 katcha and 5,600,885 pakka housing units in Sindh, with the former concentrated mainly in rural areas and the latter more prevalent in the urban areas. While house ownership is higher in rural areas, housing with unclear ownership status is proportionately higher due to the relative informality of the housing sector in rural areas. Assuming linear growth between 1998 and 2017, the number of katcha houses in Sindh have grown at a rate of about 1.6 percent annually, while pakka houses have an annual growth rate of about 4 percent per year.

2. Project Description

Project Overview

For emergency rehabilitation to facilitate the flood affectees, the Government of Sindh has established a not-for-profit company 'Sindh Peoples Housing for Flood Affectees' (SPHF) to implement the Sindh Flood Emergency Housing Reconstruction Project (the **Project**), with

¹ FAO Monsoon Flood Situation Update – Pakistan September 27, 2022.

² FAO Rapid Geospatial Flood Impact Assessment Pakistan, September 2022.



technical and financial support of the World Bank. The Project design evolves from comprehensive discussions of the World Bank with the Government of Pakistan and the Provincial Government of Sindh. The reconstruction project aims to support (i) Housing subsidy cash grants for owner-driven reconstruction of multi-hazard resilient core housing units; (ii) Skill development of communities on multi-hazard resilient construction practices; and (iii) Technical assistance to Government of Sindh for design and delivery of the housing reconstruction program. It will involve construction of approximately two (2) million housing units. These houses will be spread over a vast geographical area, locations of which will be dependent upon the Post-Disaster Needs Assessment (PDNA).

3. Project Development Objective

The project development objective is to support the Government of Sindh in the delivery of beneficiary-driven, multi-hazard resilient reconstruction of core³ housing units that were damaged by 2022 floods.

Project Beneficiaries

The Project would have specific benefits for people living in the geographical locations who will be served through the housing subsidy grants for reconstruction/restoration of their damaged houses. Through a beneficiary-driven approach, approximately two (2) million multi-hazard resilient core housing units will be supported.. Roughly, half of these beneficiaries are estimated to be women, based on the demographic information available for these areas.

4. Assignment Introduction

As SPHF embarks on the journey of building 2.1 resilient homes for those affected, we recognize the significant challenges that lie ahead. One of these challenges is the funding gap of \$1.35 billion. To address this, we're introducing a donation portal that provides individuals and organizations with an opportunity to contribute to housing construction. This personalized platform also allows donors to choose the beneficiaries they wish to support.

In order to realize this objective, we are in need of services for the development and maintenance of the donation portal.

This platform should serve as a user-friendly and secure means to register donors, select donation options, process payments online/offline, and track the impact of the donations made. The selected service provider will be responsible for developing and designing an interactive web-based donation portal, and a platform admin panel, and ensuring the ongoing maintenance of the portal.

5. Assignment Objective

A Donation Portal needs to be designed to facilitate individuals and organizations (in Pakistan or across the globe) desiring to make online/offline donations for construction of resilient houses for flood affectees in Sindh province, Pakistan. The portal has to be simple and secure medium to register a donor, select donation option, process payment online/ offline and track impact of the donation made.

The service provider shall develop and design a website, donor web application, platform admin panel and application maintenance for the Project with the following scope of work:

6. Scope of work:

The overall scope will include following:

Applications:

- Website
- Donor web application
- Platform admin panel
- Integration/display of data (SAP, etc.)

Services:

- Donor platform development
- Hosting of SPHF domain (main website) and sub-domain (donor platform)
- Third-party integration with donor platform through APIs (third-party systems used by SPHF):
 - Payment gateway to facilitate payment through online bank transfer, card (debit/ credit) and e-checks/ vouchers
 - SPHF system that houses a pipeline of beneficiaries before and after verification
 - SPHF system which manages the beneficiaries since the time they are awarded house grant till the time their houses are built
- Management & maintenance of main website and donor platform for 2 years

Proof of Concept

The service provider would need to develop a proof of concept (POC) of the donor platform for SPHF. This POC or prototype is a virtual version to demonstrate how the platform would work in practice. The prototype will be showcased to and reviewed by SPHF management and related technology, legal and financial partners.

If the key components, modules and user flow displayed in the prototype resonates with the SPHF and other related stakeholders, and it largely validates the premise that 'if we build it, they will use it' then the donor platform will be developed according to the approved POC/ prototype.

7. Key components of donor platform

The key components of the donor platform should include all the following but are not limited to:

I. Cloud-based

The Firm will develop the donor platform as a cloud-based one, which would make it much easier in terms of the required logistics for installing, updating, upgrading, backing-up and managing the platform. It will be installed one-time on a dedicated, cloud-based server.

II. Donor advocacy microsite (small website)

A number of landing pages designed to help potential donors land in the right place and assist them to give towards the SPHF's mission. This includes: homepage, pages to support two types of donor journeys to make online donation (discussed ahead), donor faqs, privacy and terms etc. SPFH will provide required content wherever required.

III. Programming language & database

The web-based donor platform needs to be built using PHP or .Net paired with a MySQL database.

IV. Integration with third-party systems via APIs

This proposed donor platform will be integrated with beneficiary management system(s) at SPHF, as well as with a third-party online payment system finalized by SPHF (Payment Gateway – online bank transfer & card debit/credit). The first is to provide our proposed donor platform with necessary details of the flood-affectedees (beneficiaries), and the second is to facilitate the cloud-based online donations.

V. Donor's options: 'Transfer funds to SPHF' & 'Adopt a beneficiary'

A donor can choose to either donate to a specific beneficiary (ies) or leave it up to SPHF to distribute his/her donation to relevant beneficiaries. In both scenarios, the donation will be received by a central SPHF bank account, and from there it will be disbursed accordingly.

a. Transfer funds to SPHF

Minimum amount a donor can give is PKR 300,000 or \$1000 (i.e. amount to build one house)

- Donor needs to choose number of houses s/he wants to sponsor or is a given provision to directly enter an amount they want to donate in chosen currency. A simple calculator is will be provided to display **number of houses x unit house cost = total amount**.
- Currency conversion calculator will be available. Multiple currency selection will be available (PKR, USD, Pounds, Euro, Canadian Dollar, Saudi Riyal, Dirham, Yen, AUD and others)

- Donor will sign up/ register by providing basic details (i.e. name, company name, email, phone number etc.)
- Select payment mode & make donation:
 - Offline (photo evidence of a check/ draft can be uploaded by the donor)
 - Online – bank transfer & debit/ credit cards (Master & Visa)
- The donation will be transferred securely to SPHF central bank account. And SPHF will be assigned to disburse the funds to flood-affected beneficiaries in Sindh.
- Once a donor submits donation, s/he will receive e-receipt on e-mail & browser generated by the platform itself. The donor's bank will alert the donor regarding the amount deducted from their bank account. And the recipient bank will alert both SPHF and the donor (via email/ SMS) when the amount is successfully received.
- Donor can also login into their donor account to view their donation history and e-receipt.

b. Adopt a beneficiary

- Donor will register/ sign up by adding basic details
- Ability for a donor to look up verified beneficiaries eligible for a house grant. The beneficiaries can be searched individually (name, cnic etc.), via geographically referenced information (e.g. division, district, tehsil, union councils), gender and/ or via defined vulnerabilities (e.g. widow, differently abled etc.). The number of filters, fields and beneficiary information visible to donors at this stage will be determined in written by SPHF. The validation of beneficiaries (eligible for grant) is responsibility of SPHF, the donor platform will only call/ fetch data from their separately-managed beneficiary management systems.
- Ability to add beneficiaries in a list (similar to add to cart), view payment (breakup and total)
- Add payment details and method (similar to transfer funds to SPHF option) and make online payment
- Once a donor submits donation, s/he will receive e-receipt on e-mail & browser generated by the platform itself. The donor's bank will alert the donor regarding the amount deducted from their bank account. And the recipient bank will alert both SPHF and the donor (via email/ SMS) when the amount is successfully received.

- Donor will have a login to access its donor account/ dashboard. Via the dashboard, the donor can track the funded beneficiaries from beginning to end. And also view donation history and e-receipts.

VI. Chatbot

Install and program a chatbot software that simulates human-like conversations with users (donors) via chat. Its key task is to answer user questions with instant messages. Possible donor questions and answers may need to be supplied by SPHF.

VII. Mobile responsive

Website and platform to be mobile responsive

VIII. User accounts

- a) Donor account
- b) Admin panel

8. Key Deliverables Timeline

The service provider shall carry out the following implementation activities for Donor web Platform:

<u>S. No</u>	<u>Deliverables</u>	<u>Indicative Timeline</u>
I.	<p>Requirements Gathering and Analysis:</p> <ul style="list-style-type: none"> • Collaborate with SPHF leadership and stakeholders to gather detailed requirements. • Develop and analyze the prototype and review feedback to ensure alignment with SPHF's needs. • Conduct a thorough analysis of integration requirements with beneficiary management systems and the chosen payment gateway. 	2 weeks
II.	<p>Design and Architecture:</p> <ul style="list-style-type: none"> • Design the overall system architecture for the donor platform. • Define the database structure and data models for storing donor and beneficiary information. • Design the user interface for the donor advocacy microsite, considering mobile responsiveness and usability. 	6 weeks

	<ul style="list-style-type: none"> Design the chatbot interface and develop a question-answer database based on SPHF's provided information. 	
III.	<p>Development:</p> <p>Set up the cloud-based server infrastructure for hosting the donor platform.</p> <ul style="list-style-type: none"> Develop the backend functionality using PHP or .Net, ensuring integration with the MySQL database. Implement the donor advocacy microsite, including landing pages, FAQs, privacy policy, and terms of service. Integrate the donor platform with the beneficiary management system(s) and the chosen payment gateway, utilizing APIs for data exchange. Develop the functionality for the "Transfer funds to SPHF" option, including the calculation of donation amounts, currency conversion, donor registration, payment methods (offline and online), and generation of e-receipts. Implement the "Adopt a beneficiary" functionality, allowing donors to search, select, and sponsor beneficiaries, with similar payment and e-receipt generation as the previous option. 	Ongoing
IV.	<p>Testing:</p> <ul style="list-style-type: none"> Perform unit testing to ensure individual components of the donor platform function correctly. Conduct integration testing to verify seamless communication between the donor platform, beneficiary management systems, and the payment gateway. Perform system testing to ensure the overall functionality and user flows work as expected. Carry out user acceptance testing (UAT) with SPHF leadership and stakeholders to validate the platform against their requirements and expectations. 	1 week

V.	<p>Deployment: Prepare the donor platform for deployment on the dedicated cloud-based server.</p> <ul style="list-style-type: none"> • Configure necessary security features, such as SSL certificates, to ensure secure communication. • Migrate and load initial data into the production environment, including donor and beneficiary information, if applicable. • Conduct a final round of testing in the production environment. • Train SPHF staff on how to manage and administer the platform through the admin panel. 	2 weeks
VI.	<p>Launch and Post-Launch Support:</p> <ul style="list-style-type: none"> • Coordinate with SPHF to determine an appropriate launch plan and schedule. • Deploy the donor platform to the live environment, making it accessible to potential donors. • Monitor the platform closely during the initial post-launch period to identify and address any issues or bugs. • Provide ongoing support and maintenance for the donor platform, including regular updates, bug fixes, and performance enhancements. • Offer technical support to SPHF and donors, addressing any inquiries or concerns related to the platform's functionality. 	End of each quarter
VII.	Monthly Progress Report	First week of every month during the execution phase (total 22 reports)
VIII.	Final Report	On the completion of the assignment

9. Duration of the Assignment

The contract will become effective after the signing for a period of **two (02) years**. The development and launch time will be 02 months and the execution period will be 22 months.

9. Profile of the Service Provider/Firm

Interested firms should provide information demonstrating that they have the required qualifications and relevant experience to perform the services.

10. Qualification and Experience of firm

- Corporate Capacity (core business and years of experience in same business for at least 10 years)
- At least one similar assignments/service contract with a contract value of PKR 20 Million or more successfully completed in last five (05) years indicating the nature and scope of that assignment in areas of design, supervision, Technical Training/Capacity Building, quality assurance in similar sectors, adoption and implementation of innovative Web Development & Web Maintenance.
- Logistical capacity of the firm as evidenced through established and functioning offices.
- Overall technical capacity of the firm as evidenced through following key experts.

11. Key Experts/Staff:

a. Project Manager Lead (01 Position)

Education: A bachelor's or master's degree in project management, business administration, or a related field is preferred

Experience: 10 years of experience in project management, including successfully leading and delivering software development projects. Familiarity with agile methodologies and strong communication and leadership skills are essential

b. UI/UX Designer (01 Position)

Education: A bachelor's or master's degree in graphic design, user experience design, or a related field is desirable

Experience: 03 experience in designing intuitive and visually appealing user interfaces for web applications. Proficiency in design tools like Adobe Photoshop, Sketch, or Figma, as well as a solid understanding of user-centered design principles, are essential.

c. Database Administrator (01 Position)

Education: A bachelor's or master's degree in computer science, information technology, or a related field is typically required.

Experience: 8 Years' experience in managing and optimizing databases, particularly MySQL or other relevant database systems. Strong knowledge of database design, performance tuning, backup and recovery, and data security is necessary

d. Integration Specialist (01 Position)

Education: A bachelor's or master's degree in computer science, software engineering, or a related field is preferred.

Experience: Hands-on experience in integrating systems and APIs, particularly in the context of web applications. Familiarity with RESTful APIs, data mapping, and error handling is important. Knowledge of the specific beneficiary management system(s) and chosen payment gateway is advantageous

e. Quality Assurance (QA) (01 Position)

Education: A bachelor's or master's degree in computer science, software engineering, or a related field is desirable.

Experience: 5 years' experience in software quality assurance, including test planning, test case development, and execution. Familiarity with different testing methodologies and tools, such as test management systems and bug tracking systems, is necessary

f. Full-stack developer (01 Position)

Education: A bachelor's or master's degree in computer science, information technology, or a related field is typically required.

Experience: Full-stack developer with expertise in PHP would be highly valuable for the implementation of a PHP-based application like the donor platform. A full-stack developer is proficient in both front-end and back-end development, allowing them to handle various aspects of the application's development and deployment

g. Technical Support and Maintenance (02 Positions)

Education: A bachelor's or master's degree in computer science, information technology, or a related field is typically required.

Experience: 3 Experience in providing technical support for web applications, troubleshooting issues, and implementing bug fixes. Knowledge of server administration, performance monitoring, and version control systems is valuable

12. Procurement:

A service provider for non-consulting services will be selected in accordance with the Request for Quotation (RFQ) method set out in the WB Procurement Regulations for IPF Borrowers (Procurement in Investment Project Financing, Goods, Works, Non-Consulting and Consulting Services - Fourth Edition, November 2020).