Request For Proposal

For

Multivendor Handicrafts Platform

Opening Date: May 18, 2023

Closing Date: June 15, 2023

List of Abbreviation

Abbreviation	Definition
ICCIA	Islamic Chamber of Commerce, Industry and Agriculture
RFP	Request for proposal
POA	Power of Attorney

Section 1. Letter of Invitation

Dear Sir / Madam:

We kindly request you to submit your technical and financial proposal for **"Multi-Vendor Handicrafts Platform"** Please be guided by the form attached hereto as Annex 2, in preparing your Proposals.

Proposals must be submitted no later than the following date and time:

Date: June 15, 2023 Time: 17:00 (Cairo local time) viaemail to: Talha@ICCIA.com ; CC: M.ibrahim@Iccia.com, s.saadpasha@iccia.com , Ahmed.Adel@albaraka.org and raafat@albaraka.org

Your Proposals must be expressed in the ***English***, and valid for a minimum period of ***90 days.*** In the course of preparing your Proposals, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline.

Proposals that are received by ICCIA after the deadline indicated above, for whatever reason, shall not be considered for evaluation. Kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposals and responsiveness with the requirements of the RFP and all other annexes providing details of ICCIA requirements.

The Proposals that comply with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by ICCIA, and the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the final price based on ICCIA's e-computation and correction of errors, its Proposals will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by ICCIA after it has received the Proposals. At the time of Award of Contract or Purchase Order, ICCIA reserves the right to vary (increase or decrease) the quantity ofservices, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Please be advised that ICCIA is not bound to accept any Proposals, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposals, regardless of the outcome or the manner of conducting the selection process.

ICCIA encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to ICCIA if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

ICCIA implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against ICCIA, as well as third parties involved in ICCIA activities.

Thank you and we look forward to receiving your Proposals.

Sincerely yours,

Dr. Mohamed Ibrahim

CEO

ICCIA Holding Company

+20 100 179 0 936

M.ibrahim@ICCIA.com

Annex 1

Description of Requirements

Context of the Requirement	In the context of the recent and unprecedented situation caused by COVID-19 pandemic, many producers and traders around the world took the support of social media for selling their products during the confinement period. Fewer large operators invested in e-Commerce platforms which performed to some limited extent. However, it was also observed that there was some important logistics and some crucial factors missing to realize the performance and sustainability of the tried methods. Some failures, unfairness and illegal practices were also reported due to lack of a proper platform for trading of different products. Specifically, a major issue which was reported was the poor and inconsistent quality mainly addressing towards small and cottage industries. Under the "Multi-vendor Handicrafts Platform" project, we aim at the implementation of an e-Commerce Marketplace platform to allow artisans to sell and showcase their art work and at the same time it is a platform for art enthusiasts to browse, get inspired and purchase and art work produced across all OIC member countries.
Brief Description of the Required Services	The main objectives of this assignment is as follows: 1. Development and Implementation of an e-Commerce Marketplace platform for facilitating trade of handicraft products, on a B2C model. 2. Development of user journey to operate on a B2B model for the transactions of the raw materials associated with the arts and crafts industry. 3. Establishing a tool for the education of the artisans to enhance in their sales through ecommerce platforms.
List and Description of Expected Outputs to be Delivered	Kindly refer to Annex 3 – Terms of References
Person to Supervise the Work/Performance	Technology specialist designated by ICCIA & ICCIA holding company

of the Service Provider	
Frequency of Reporting	1) **Weekly status reports** on project activities (from start of assignment until project completion) 2) **Monthly status reports** on technical support activities following go-live.
Progress Reporting Requirements	Kindly refer to Annex 3 Terms of References
Location of work	This assignment will be undertaken remotely and, in the locations, designated in the Terms of References – Annex 3.
Expected duration of work	In between 05 up to 06 Months.
Tentative start date	To be mutually decided by ICCIA and the selected implementation company, as per the selected service provider based on the best technical and financial proposal. After signing the contract.
Latest completion date	To be mutually decided by ICCIA and the selected implementation company, as per the selected service provider based on the best technical and financial proposal.
Special Security Requirements	N/A

Schedule indicating breakdown andtiming of activities/sub-activities	☒ Required
Names and curriculum vitae of individuals who will be involved in completing the services	☒Required
Currency of Proposal	☒ US Dollars
Validity Period of Proposals *(Counting for the last day of submission of quotes)*	☒ 90 days In exceptional circumstances, ICCIA may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	☒ Not permitted
Payment Terms	Kindly refer to Annex 3 – G. Scope of Price Proposal and Schedule of Payments.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	ICCIA will be managing this contract The consulting firm will continually interact and report progress to the Business Development Department and Project Manager and will work closely to ensure the successful implementation of the assignment. Kindly refer to Annex 3 – para F for further details on the proposed contractual arrangement
Type of Contract to be Signed	Award of services
Criteria for Contract Award	☒ Highest Combined Score (based on the 75% technical offer and 25% price weight distribution) ☒ Full acceptance of the ICCIA Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of

	services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	**Technical Proposal (75%)** The minimum technical score required to be responsive is 75% **Financial Proposal (25%)** To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by ICCIA. **Detailed Technical Evaluation Criteria**

Summary of Technical Proposal Evaluation Forms		Score Weight	Maximum Points Obtainable
1.	Expertise of Firm/Organization	33%	33
2.	Proposed Methodology, Approach and Implementation Plan	33%	33
3.	Management Structure and Key Personnel	34%	34
Total			**100**

Section 1. Expertise of the Firm/Organization		Maximum Points Obtainabale
1.	*Firm's general Experience (years of the organization's existence)*	**16**
	Below 05 years (0 points)	
	05 to 07 years (12 points)	
	Beyond 07 years (16 points)	
2.	***Specific experience in carrying similar projects (Number of projects)***	**17**
	At national level: Less than 2 projects (5 points)	
	At national level: 2-5 projects (12 points)	
	At national level: More than 5 projects (14 points)	
	At least one project at regional /international level (3 points)	
Total section 1		**33**

Section 2. Proposed Methodology, Approach and Implementation Plan		Maximum Points Obtainable
1	***Technical approach and methodology***	**16**
	Understanding of the objectives of the assignment	05

		Interpretation of scope of tasks in line with the Terms of Reference	05
		Methodology for carrying out the activities and obtaining the expected output/Degree of detail of output	06
	2	***Workplan***	**17**
		Main activities of the assignment and its logical sequences	10
		Efficient implementation plan, milestones and delivery dates of the assignment	07
	Total section 2		**33**

Section 3. Management Structure and Key Personnel		Maximum Points Obtainable
Management structure and key personnel		
1	***Management structure***	***14***
	Composition of team	07
	Organizational structure	07
2	***Key expert qualifications and competence for assignment***	***20***
2.1	***Key Expert 1 – Project Management Specialist***	
	Years of relevant experience in implementing assignments of similar Nature	
	At least 3 years' relevant experience in similar assignments.	05
	Less than 3 years (0 points)	
	3 – 8 years (4 points)	
	Beyond 8 years (5 points)	
	Excellent communication skills - written and oral (English and Arabic)	01
	English only (0.8 points)	
	English and Arabic (1 point)	
2.2	***Key Expert 2 - Website Development Expert***	
A	**General Academic Qualification:** • A Degree in Information System, Software Engineering, Computer Science or any other closely related field(s)	02
	Below Bachelor's Degree (0 points) Bachelor's degree (1.5 points) Above Bachelor's degree (02 points)	
B	**Years of relevant experience in implementing projects of similar Nature**	
	At least 3 years' relevant experience in terms of successful design and development of responsive websites for public or private sector	03
	Less than 3 years (0 points)	
	3 – 7 years (2.5 points)	
	Beyond 7 years (3 points)	
	Experience in implementing at least 2 similar projects (e-Commerce platform, Open-Source CMS and	01

	integration with payment gateway).	
	Less than 2 assignments (0 points)	
	2 - 4 assignments (0.8 points)	
	More than 4 assignments (1 point)	
	Excellent communication skills - written and oral (English and Arabic)	01
	English only (0.8 points)	
	English and Arabic (1 point)	
2.3	***Key Expert 3 - System/Cloud Engineer***	
A	**General Academic Qualification:** • Bachelors in Information Technology or closely related field(s)	
	Below Bachelors (0 points) Bachelors (1.5 points) Above Bachelors (2 points)	02
B	**Years of relevant experience in implementing projects of similar Nature**	
	At least 2 years' relevant experience in deployment of websites and related services (e.g. Apache) on public or private cloud	02
	Less than 2 years (0 points)	
	2 – 5 years (1.5 points)	
	Beyond 5 years (2 points)	
	At least 2 years' relevant experience in providing technical administrator support for content management systems e.g. WordPress, Shopify, etc.	01
	Less than 2 years (0 points)	
	2 – 5 years (0.8 points)	
	Beyond 5 years (1 point)	
	At least 2 years' relevant experience in sizing, configuration and installation of operating systems and services on servers on the cloud	01
	Less than 2 years (0 points)	
	2 – 5 years (0.8 points)	
	Beyond 5 years (1 point)	
	Excellent communication skills - written and oral (English and Arabic)	01
	English only (0.8 points)	
	English and Arabic (1 point)	
	Total Section 3	**34**

As per the above-mentioned technical proposal grading criteria the technical proposals will be evaluated for all the service providers. The highest rated technical proposal will be considered.

ICCIA will award the contract to:	☒ One and only one Service Provider
Contract General Terms and Conditions	
Annexes to this RFP	☒ Form for Submission of Proposal (Annex 2) ☒ Detailed TOR

Contact Person for Inquiries (Written inquiries only)	Technology Expert nominated by ICCIA & ICCIA Holding Company Any delay in ICCIA's response shall be not used as a reason for extending the deadline for submission, unless ICCIA determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information *[pls. specify]*	**Qualifications of the Service Provider** The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of ICCIA by indicating the following : a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations; b) Business Licenses – Registration Papers, Tax Payment Certification, etc. c) Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc.; d) Track Record – list of clients for similar services as those required by ICCIA, indicating description of contract scope, contract duration, contract value, contact references; e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc. **Previous Relevant Experience** Please list only previous similar assignments successfully completed (minimum 3 projects) in the last 5 years as per the format below. List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate

the claimed experience by presenting copies of relevant documents and references if so requested by ICCIA.

Project name & Country of Assignment	Client & Reference Contact Details (include Phone and Email Addresses)	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

Qualifications of Key Personnel

The Service Provider must provide:

a) Names and qualifications of the key personnel that will perform the servicesindicating who is Team Leader, who are supporting, etc.
CVs demonstrating qualifications must be submitted.

Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery)

[insert: *Location]*.
[insert: *Date]*

To: Procurement Unit

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to ICCIA in conformity with the requirements defined in the RFP Titled: Multi-vendor Handicrafts Platform dated *18-May-2023*, and all of its attachments.

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of ICCIA by indicating the following:

a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
c) *Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. ;*
d) *Track Record – list of clients for similar services as those required by ICCIA, indicatingdescription of contract scope, contract duration, contract value, contact references;*
e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations,Environmental Sustainability Certificates, etc.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

C. Qualifications of Key Personnel

The Service Provider must provide :

a) *Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
b) *CVs demonstrating qualifications must be submitted if required by the RFP; and*
c) *Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. Cost Breakdown per Deliverable

	Deliverables *[list them as referred to in the RFP]*	**Percentage of Total Price** *(Weight for payment)*	**Price** *(Lump Sum, All Inclusive)* **(To be filled by the service provider)**
1	Project Charter Document and approved detailed design document including detailed architecture of the e-Commerce, this includes proposed data flow diagram, a tentative structure of the ERD for the database, use-case diagrams and other supporting documents which are essential to analyze the architecture of the portal.	20%	
2	Approved Report on Final UI/UX, mockups and prototype	20%	
3	Draft version of the full-fledged e-Commerce Marketplace Platform deployed on hosting infrastructure and submission of an approved report on the successful deployment and security audit of the system	20%	
4	Approved UAT Sign-Off document which testifies all user comments and feedback havebeen incorporated, all bugs have been corrected and security vulnerabilities and non-conformities have been fixed and Final Version of the full-fledged e-Commerce Marketplace Platform deployed on hosting infrastructure and submission of an approved report on the successful security audit of the system	20%	

5	Submission of the source code and user manuals for the e- Commerce Marketplace Platform as well as full online access to the server on which the source code for the e-Commerce Marketplace platformwill be located and Delivery of technical and operational training to effectively utilize the developed platform, user – specific functionality walk throughs demonstration.	20%	
	Total	100%	

Annex 3

TERMS OF REFERENCE

Background Information and Rationale, Project Description

In the context of the recent and unprecedented situation caused by COVID-19 pandemic, many businesses and traders took the support of social media for selling their products during the confinement period. Fewer large operators invested in e- Commerce platforms which performed to some limited extent. However, it was also observed that there was some important logistics and some crucial factors missing to realise the performance and sustainability of the tried methods. Some failures, unfairness and illegal practices were also reported due to lack of a proper platform.

Under the "ICCIA Arts & Crafts Platform" project, ICCIA aims to bring all the arts and handicrafts producers across all OIC Countries to come under one umbrella for the trading and sales of their artwork. This platform is expected to enhance the sales of the arts and crafts producers and give a platform to showcase different categories of products.

Using an e-Commerce Marketplace platform for the commercialization of handicrafts goods provides both a number of tangible and intangible benefits to players in the marketing process and ultimately a better service to consumers at reasonable prices. e-Commerce already exists in the world and is gaining momentum as an increasing number of people are using this means of trading for commodities at different levels. Several local e-Commerce services are currently available while international platforms are constantly accessed for purchase of goods. The rise of e-Commerce results in new opportunities for participation in trade, but also presents new challenges to businesses and institutions in upgrading to e-Commerce competitiveness.

Hence, an e-Commerce Marketplace within the process of commercialization of handicrafts produce, restricted for OIC members countries, unlike other e-Commerce platforms, creates opportunities for the development of several activities leading to value addition. The advantages of the setting up of the online system would be numerous and include:

a. Easy access to a large number of producers with the possibility of negotiation leadingto facility for entrepreneurs to enter the field of transformation and development of derived products.
b. Development of packaging, pickup and delivery services.
c. Planned production and contractual undertakings.

Specific Objectives

The objective of this project is "Development and Implementation of an e-Commerce Marketplace platform for facilitating of handicrafts products"

The comprehensive implementation shall involve the development and implementation of an open-source, cloud-hosted and web-enabled e-Commerce Marketplace platform for ICCIA. The e-Commerce Marketplace, which shall be a web platform accessible over standard browsers as well as optimized for use on mobile devices (for Android and IOS compatible mobile phones and tablets), should allow the artisans to showcase and sell their products and at the same time for customers to have easy access to a supply of a range of art products, anywhere and anytime. The e- Commerce Marketplace platform should be implemented using open-source technologies rather than proprietary solutions to ensure the web platform is extensible, and sustainable to manage and operate independently by ICCIA. To this end, the proposal from the service provider should include necessary transfer of knowledge, licenses, access to systems, dependencies and complete working source code of the e-Commerce Marketplace platform to ICCIA before the end of the contract.

Given the wide availability of open-source technologies, the service provider is expected to submit a highly robust and scalable product. The service provider should consider researching and leveraging on secure, highly-rated and well-supported technologies that meet all the objectives and expectations of the product.

Scope

The selected service provider shall consult all the relevant stakeholders and shall have the entire responsibility to undertake the following services to achieve all the objectives of this assignment (main objective and specific objectives) together with the deliverables expected within the timeframe required. The selected service provider should adopt an iterative/agile methodology which is focused on addressing user needs in iterations through active user and stakeholder engagement for executing all modules of the assignment.

Development and Implementation of an e-Commerce Marketplace platform

A specialty multi-vendor e-commerce store in handmade field where many sellers come together to sell their products (or services). Likewise, in multiple vendor marketplaces, customers can buy products from different sellers or brands like Amazon, eBay, Etsy, Taobao and etc. with automates and streamlines all business operations, allows for a faster response to buyerand market demands, and most important features that should look for in the marketplace platform:

- Simple signup (more detailed user registration for B2B) and convenient checkout processes
- User-friendly navigation and custom (intelligent) search
- Buyer & vendor portals (and customizable stores) for multi vendor marketplaces with quick andeasy vendor onboarding processes for B2C and more vetting procedures for B2B
- Catalog and order management modules
- Powerful content management system and product pages
- Corporate user and account management for B2B ecommerce
- Mobile friendliness
- Variety of payment options and gateways
- Analytics dashboard
- Security
- Social media sharing
- User reviews and testimonials
- Buyer wishlist

Module 01: Homepage Banners

- Manage homepage banners
- Set banner sort orders
- Set banner URL or leave unlinked
- Set banners as “active” or “inactive”

Module 02: Navigation

- Manage your main navigations including header, side, and footer
- Add drop-down to main navigation
- Manage SEO elements on links such as link title
- Set links to open in the same or new window

Module 03: Products

- Search and sort to easily find products in certain categories or with specific attributes
- Easily manage and edit products
- Product fields include name, SKU, product details, additional details, list price, your price, weight, stock, minimum quantity order amount, and more.
- Ability to select options such as featured, free shipping, reviews allowed, require moderation for reviews, and more
- Add and manage main product image and additional product images
- Microsoft Word-like editor for managing content block, such as product details
- Feature products on the homepage
- Set products as “active” or “inactive”
- Add products to a single category or multiple categories
- Add and manage related products
- Set product page URL and SEO elements for products

Module 04: Pages

- Manage content pages and create new content pages
- Add images and manage uploaded image library
- Image editing and cropping tool
- Set page as “active” or “inactive”
- Set page URL and SEO elements.

Module 05: Blogs

- Manage blog posts
- Set blog publish date
- Set post as “active” or “inactive”
- Add blog summary and full blog post using Microsoft Word-like content editor
- Add images and manage uploaded image library
- Select blog category and author
- Attached blog posts to product pages
- Set post URL and SEO elements

Module 06: Comment Management

- Manage all blog comments
- Set comments to “approved” or delete comments

Module 07: Customers

- Search and sort to easily find customers by first name and last name
- Manage customer accounts
- View customer details and previous orders
- Delete customer accounts
- Reset customer passwords
- Export customers to Excel
- Export customer subscribed to email newsletter to Excel

Module 08: B2C Model Characteristics

- Fast responsive design
- Easy to understand
- User friendly
- Short sales cycle
- Product filter and comparison options
- Search function
- Geolocation
- Optimized cart
- Advanced payment options
- User account

Module 09: Drop shipping

- Online store partners with a supplier or wholesaler to sell their products displaying and selling goods from your website without necessarily having them in stock.
- partner up with manufacturers who ship items directly to the customers who place orders through our website

Module 10: B2B Model Characteristics

Basic B2B aspects such as hiding prices for guest users, to complex features such as tiered pricing structures, tax exemptions, VAT handling, and multiple buyers per account. From an extended business registration and separate B2B/B2C registration forms to custom billing fields,and negotiated price offers

- **Wholesale Registration for Customers**
  - Create custom registration fields
  - Edit and manage customer data
- **Wholesale Prices for Vendors**
  - Allow vendors to set wholesale prices
  - Allow vendors to set price tiers (quantity range and price)

- Different prices for the same item for different users/groups

- **Tiered Pricing Table**
  - Allows vendors to enable a tiered pricing table for their own products
  - Unique tables for each product and for each variation in case of variable products
  - Pricing table is automatically generated from price tiers that vendors set
- **Custom Information Table**
  - Allow vendors to set a custom information table with any information they wantto display: e.g. minimum order, free shipping conditions, etc.
- **Messaging and Conversations**
  - Wholesale customers can message with vendors
  - Email notifications for new messages to vendors and customers
  - Customers can send and view messages in their my account dashboard
- **Quote Requests**
  - Vendors can receive and respond to quote requests
  - Quote Requests appear as messages and allow negotiation
- **Offers (Product Bundles)**
  - Vendors can create offers (product bundles) and set special prices for items
- **Dynamic Rules**
  - Dynamic rules panel in vendors dashboard
  - Vendors can set discount amount and percentage for products
  - Vendors can set free shipping with conditions for products
  - Vendors can set fixed price under certain conditions
  - Vendors can set minimum and maximum order rules
  - Vendors can set required multiples (e.g. increments of 5, 6, 20) for purchase

Module 11: C2C & C2B Model Characteristics

- Consumers are able to purchase goods and services directly from one another.
- The way the C2C & C2B websites are able to generate revenues to operate is by either chargingthe customer a small fee to the customers for listing their goods or services or a percentage ofthe transaction or by letting clients use the platform for free in exchange for allowing ads and promotions to be displayed on the site.

Module 12: Commission

Complete flexibility over vendor commissions. Extensive options to the admin for paying the commissions to the vendors such as Percentage, Fixed Commission, Percent Fixed, By Vendor Sales, ByProduct Price, and By Product category.

- Apply commission for Admin or Vendor
- Commission Mode-Percent
- Commission Mode-Fixed

- Commission Mode- Percentage Fixed
- Commission Mode- By vendor sales
- Commission Mode- By product price
- Commission Mode- By Product category
- Commission Mode- By purchase quantity
- Commission Tax
- Commission setup for individual vendors
- Inclusion/Exclusion of coupon value from commission
- Inclusion/Exclusion of shipping value in commission

Module 13: Withdrawal

Setup the commission withdrawal rule and disburse payments to vendors as required. Additionally, a reverse withdrawal mechanism which will allow vendor(s) to pay commissions to the admin, if required.

- Set minimum balance required to make a withdraw request.
- Auto-approving withdrawal request
- Set minimum number of days for vendors to apply for a withdrawal request
- Setup withdrawal rules for individual vendors
- Reverse withdrawal

Module 14: Payment

Payment methods for a hassle-free checkout for the customers. And allow the admin to set variouspayment methods for commission withdrawal and set up transaction charges.

Module 15: Shipping

Setup the shipping management system for your/your vendors' store. You can configure the shippingoptions by Country, Zone, Weight as well as Distance right from frontend.

- Zone-wise Shipping
- Country-wise shipping
- Distance wise shipping

Module 16: Refund

Admin can easily configure the refund settings for their store and allow customers to request refunds.The Refund module allows auto-approval for refunds and enables the admin to set up the threshold number of days for permissible refund.

- Auto-approving refund request by admin
- Allowing customers to raise refund request.

Module 17: Review

Manage customer reviews effectively through this module. Admin can approve/disapprove/deletecustomer reviews and control vendor's action on their store's reviews.

- Auto-approving review
- Store Review
- Product review and Store review Sync

Module 18: Capabilities

Absolute control over the marketplace by managing the capabilities of other users. Admin can easily regulate the capabilities of different users such as vendors, store managers and store staff. Admin can also specify whether individual user can have access to different modules or capabilities. This allows thestore owner/admin to have complete authority over the store.

- Limiting space for vendors
- Limiting number of products and its categories for vendors/users
- Setting/Limiting Product Attribute for the store
- Setting/Limiting Custom fields for the store
- Restricting vendor/users from access panel options while adding/editing products
- Allowing/Restricting vendors/users to access shipping details.
- Allow/Restrict Vendor to access reports of their store.
- Allowing/restricting vendors to withdraw their amount.
- Allowing/Restricting vendors to check the transactions and its details of their store
- Allowing/Restricting the vendors from accessing options to set their store accordingly such asBranding, location etc.
- Allowing/Restricting vendors from receiving Notices and replying to them
- Manage the visibility/functionality of marketplace elements in the frontend (ex- showing, emailid, address of vendors etc.)
- Allowing/Restricting vendors to add/edit/publish/delete products.
- Allow/Restrict users to add different types of products namely Simple, variable
- Allow/Restrict users to add downloadable and virtual products.
- Allow/Restrict users to manage the withdrawal options for the vendors
- Allowing/Restricting vendors(or users) to add/edit/publish/delete coupons
- Managing the capability of users to view/add/edit/delete/ order and comments.
- Allowing the vendors (or users) to export the orders via CSV
- Managing the capability of vendors(or users) to view/add/edit/delete their customers details

- Allow/Restrict the users (or vendors) to access the sales report of their stores.
- Allow/Restrict the users (or vendors) to avail their own profile settings
- Allow/Restrict the users (or vendors) to view/manage and reply the support tickets raised bycustomers.
- Allow/Restrict users (or vendors) from availing the inquiry module.
- Allow/Restrict users (or vendors) from availing Notification board, sending/replying to directmessages and knowledgebase.
- Allow/Restrict users) or vendors) from accessing various vendor store settings options such aspayment, shipping, policies etc.
- Allow/Restrict users (or vendors) from defining product parameters like SKU, description etc.
- Manage capability settings for individual vendors.
- Manage the capability of Shop manager.
- Manage the capability of Shop staffs.

Module 19: Vendor Registration

Admin can configure the vendor registration settings with multiple options like simple registration andmembership registration and add custom fields.

- Configuration of Registration settings by Admin
- Adding custom field in vendor registration form
- Manual or auto-approving registration

Module 20: Notification Management

- Admin can manage the various notifications setting for different activities in the store. Vendors as well as admin will get notifications of the activities in the store.

Module 21: Email Settings

- Allows the admin to configure preferred email address for different email notifications via email.

Module 22: Inquiry Management

Allows customers to inquire from vendors. Admin can also create a custom inquiry form.

- Customer can raise questions to their seller.
- Admin can create a custom form for inquiry.

Module 23: Product Types

- Allows the admin to define different product types.

Module 24: Store Policy

- Admin / vendor can define all types of policies for the store and products

Module 25: Membership

Create membership levels for your vendors and assign different membership rules, policies, vendorcapabilities, limits and commission (if required) to each level.

- Auto-approval of membership
- Email verification of membership
- Add features for membership plans.
- Setup registration form for membership application
- Configure tax on Membership plans.
- Thank You page, Welcome email, and admin notifications.
- Setup notification mail for recurring payments and renewal plans
- Configure expiry rules for members.
- Ability of members to pay for his membership.

Module 26: Single Product Multi Vendor

- Allows the admin to allocate a particular product to more than one vendor

Module 27: Add to store Catalog

- Allows vendors to add products of other vendors to their own store as a catalog product.

Module 28: Product Stock Manager

- Admin / vendor manage the stock of the marketplace products.

Module 29: Reports

Sales and stock reports are displayed to the vendor as well as the admin on their dashboard. Details ofthe coupons used are also displayed.

- Sales by Store (for admin)
- Sales by Date report for (admin and vendor)
- Sales by Product (admin and vendor)
- Low in stock report (admin and vendor)
- Out of stock stats (admin and vendor)

Module 30: Analytics

Vendors as well as admin can analyze the store analytics by products, categories, listings, regions andmany more.

- Store Analytics by Year, Month, dates.
- Store Analytics for custom date range
- Daily view Stats
- Analytics of separate product categories
- Analytics of separate products
- Top Product Comparison of Store

Module 31: Product

Allows numerous customization and management revolving the store products like importing andexporting, bulk actions, search, filters, etc.

There are many types of product like (simple product – variable product) and the product may has many attributes like (different color – size – weight - brand, etc..) and every one of these I can change its price,images, stock and all parameters.

- Product Import for admin and vendors
- Export products and it's custom meta via CSV for admin and vendors.
- Bulk Edit of products
- Bulk Delete of products.
- Product listing Screen Manager
- Search/Filter products by Category, type, store

Module 32: Adding New Category

- Add any number of categories

Module 33: Order Listing

Manage the order listing easily with features like filter by different range or stores, exporting order listvia CSV, PDF, etc. and many more.

- Sales invoice
- Order Notes along with attachment
- Order listing Screen Manager (for admin)
- Export order list via CSV, excel and PDF.
- Search order by date range, vendor store
- Order Sync with WC order Status

Module 34: Store Coupon

- Vendors can configure and generate coupons for their store.
-

Important Consideration for the Service Provider

The scope of all the modules and their features mentioned above may slightly vary during the actual development phase, the service provider will be made liable for all the variation suggested by ICCIA of a maximum 25% impact on timeline.

Instructions for the Service Provider

The service provider through the Website Development Expert and System/Cloud Engineer under the guidance of the Project Management Specialist, shall start implementation of the core functionalities of the e-Commerce Marketplace platform as early as possible in the assignment. As and when the market systems assessment progresses, the service provider shall draw upon the findings and recommendations of the market systems assessment, make necessary customizations and finalize implementation of the e-Commerce Marketplace platform. The service provider is expected to:

1. Design, develop and deploy all the elements of the e-Commerce Marketplace platform based on the scope of software as mentioned above and be responsible for subsequent software development and installation/deployment.
2. Implement the web platform (front-end and back-end interfaces) using responsive design for use on popular browsers for desktop PCs, notebooks and mobile devices including tablets and smartphones (Android and IOS);
3. Design and create all high-quality graphic elements and branding (logos, images, animations, page background, buttons, icons, etc.) for the e-Commerce Marketplace platform;
4. Use an iterative development methodology whereby after each development iteration, a minimum viable product of the system is demonstrated to key users and stakeholders;
5. Specify the location, duration and details of the hosting infrastructure (allocated disk space, available shared bandwidth, hot user link service, protection of pages and hosted applications, backup periodicity, recovery time in service interruption, among others);
6. Provide hosting for the new system in a secured environment, installation of new platform and associated digital resources on hosting facility;
7. Purchase and transfer of the domain name from the identified host;
8. Purchase necessary licences, security certificates, public IP address (if applicable) andany such service which are required for smooth running of the e-Commerce Marketplace platform;

9. Develop interfaces for integration with popular electronic and mobile payment gateways (existing local and international service providers), email servers and any other service/system on which the e-Commerce Marketplace platform is dependent upon;
10. Conduct full-fledged technical validation of the system through necessary tests to ensure the e-Commerce Marketplace platform is fit for use on the Internet including performance load tests, system tests, security and vulnerability tests among others;
11. Conduct security audit and resolve all the vulnerabilities found before go-live of the system;
12. Assist, and provide necessary handholding to, key users and stakeholders during user acceptance of the system on production environment;
13. Produce user manuals as well as training videos for all those using the system including the administrator;
14. Specify system traffic statistics, in particular: number of visitor accesses, keywords typed by Internet users, number of visits, pages visited, geographical origin of visitors, days and time slots of visits, types of browsers used, providers of original access;
15. Knowledge transfer and handing over of all components and dependencies of the e-Commerce Marketplace platform to ICCIA including complete updated documentation, source code in working condition, source computer files (HTML pages, graphics, databases, programs, etc.) in working condition, valid licenses, administrator accounts and latest credentials, and any other information or artefact to ensure ICCIA is able to take up the administration, management, customization and technical maintenance of the e-Commerce Marketplace platform and business intelligence tool independently of the service provider after the contractual period. The service provider should submit the components in 3 SSD hard disk drives.

Business Intelligence Tool

The e-Commerce Marketplace platform should include an open-source based business intelligence tool that offers an easy way to transform products data into intelligence for predictive analysis.

The tool should allow easy access, compile and analyze data and information depending on the actual and future requirements. The purpose of the business intelligence tool is to enable ICCIA to make better decisions and to provide historical, current and predictive views on various products.

The business intelligence tool should be user friendly in such a way that users at all levels should be able to use the tool without any technical knowledge. The tool should bring business intelligence to the people that generate results, analyze data and make decisions in real time, in order to create innovative key performance indicators (KPIs), trending and predictive analysis.

The tool should *inter-alia* provide the following benefits: -

- Intuitive and intelligent presentation of product information
- Quickly find meaningful data points from large volumes of data
- Social sharing of results and business analyses with colleagues
- Visual, intuitive and easy end-user tool
- Ad-hoc and pre-set reports and data analyses
- User-driven business intelligence tools
- Reporting – seamlessly embedded, on-demand reporting and data visualization tools
- Dashboards – powerful business management tool provides an "at a glance" view of e-Commerce Marketplace platform pages as well as definable key performance indicators (KPI) using graphical presentation formats including pie charts, spark lines, and gauges.

The service provider will be responsible for organization, coordination of all software design,compilation of data and timely submission of deliverables.

Approach and Methodology

The bidder should submit a detailed project methodology and approach in their submission for the implementation of the project in line with the prescribed scope and objectives as well as based on acceptable international best practices. The bidder must also include the relevant architecture (with details of technology, software versions etc), project plan etc. in technical bid document.

The Consultants should also provide a project implementation schedule to carry out this project aligning with the various milestones/deliverables identified further below. This projects schedule shall indicate the detailed sequence of activities that will be undertaken bythe Consultant and their corresponding timing.

Response to Functional Requirements

Bidders must complete the e-Commerce Marketplace platform Functional Requirement Questions sheets as per Appendix 1 and submit same in MS-Word format. The proposed solution for each functional requirement should be briefly described with screenshots wherepossible.

Bidders should complete column C (Compliance) with either 'C' for compliance and 'NC' for non-compliance and provide explanatory notes / remarks as indicated in the tables. Attach detailed technical literature if required. BIDDERS ARE ALSO ADVISED THAT ANY BLANKS IN THE "Compliance" COLUMN WILL BE TREATED AS NON-COMPLIANCE TO REQUIREMENT.

Software License

The list of third-party software licenses (like Database, application server etc.) required for the development and hosting proposed online platform shall be provided to the client by the selected bidder. However, if the software is open source, then a stableversion should be identified by the bidder.

Project Documentation

The service provider is expected to submit the following deliverables during the course ofthe project:

1) A project charter or inception report consisting of the following: -
   a. A detailed Gantt chart showing milestones/major deliverables and highlightingthe critical path as well as the duration for the assignment, including expected completion date(s).
   b. A schedule detailing timing of consultations with stakeholders
   c. Any other relevant section(s), document(s), process(es), literature and reference.
2) Approved Detailed Design Document includingdetailed architecture of the e-Commerce, this includes proposed data flow diagram, and a tentative structure of the ERD for the database, use-case diagrams and other supporting documents which are essential to analyze the architecture of the portal
3) Approved Report on Final UI/UX mockups and prototype
4) An approved Report on Development of e-Commerce Marketplace Platform including approved demos of working versions/iterations of the web platform.
5) An approved report on the successful deployment and security audit of the Draft version of the full-fledged e-Commerce Marketplace Platform on hosting infrastructure.
6) An acceptance test plan along with test cases and expected results traced to the requirements.
7) An approved UAT Sign-Off document which testifies all user comments and feedback have been incorporated, all bugs have been corrected and security vulnerabilities and non-conformities have been fixed.
8) An approved report on the successful deployment and security audit of the Final version of the full-fledged e-Commerce Marketplace Platform on hosting infrastructure.
9) 3 SSD hard disk drives containing the source codeand user manuals for the e-Commerce Marketplace Platform as well as full online access to the server on which the source code for the e-Commerce Marketplace platform will be located.

10) An approved report on the training, including the training plan, training materials forusers and administrators, and training sign-off.
11) A commissioning report confirming e-Commerce Marketplace Platform is operationaland has gone-live.
12) A project completion report following satisfactory knowledge transfer and handingover of complete system to ICCIA. Weekly status reports on project activities (from start of assignment until projectcompletion
13) Monthly status reports on technical support activities following go-live (during 12 months).

Acceptance, Certification and Roll-out

As this project involves the development of a web-based application, the following points related to Acceptance, Certification and Go-live shall be considered:

- An acceptance test plan along with test cases and expected results traced to the requirements shall be provided by the selected service provider during the development and the same shall be accepted by ICCIA.
- Any observations/feedback from ICCIA related to the test plan and test cases shall be duly factored in as relevant.
- ICCIA shall constitute a team of users who will facilitate the testprocess, but the selected service provider's personnel shall carry out full-fledged unit and integration tests with evidence of satisfactory test results.
- Only after successful User Acceptance Testing of the e-Commerce Marketplace platform, ICCIA will issue a User Acceptance Testing Sign- off to the selected service provider.
- After UAT sign-off, training of users and successful commissioning of the platform on the proposed hosting infrastructure, the system will be declared as "Go-Live".

Deliverables and Schedules/Expected Outputs

The service provider should provide high quality services to ICCIA. All deliverables shall be paid only after approval by the Project Steering Committee (PSC), comprising stakeholders from ICCIA.

The outputs, sequence of work and the corresponding target delivery are as follows: -

	Deliverables *[list them as referred to in the RFP]*	***Tentative date (T=Contract Start Date)***	**Fee(%)**
1	Project Charter Document and approved detailed design document including detailed architecture of the e-Commerce, this includes proposed data flow diagram, a tentative structure of the ERD for the database, use-case diagrams and other supporting documents which are essential to analyze the architecture of the portal.	T+2Weeks	20%
2	Approved Report on Final UI/UX, mockups and prototype	T+6Weeks	20%
3	Draft version of the full-fledged e-Commerce Marketplace Platform deployed on hosting infrastructure and submission of an approved report on the successful deployment and security audit of the system	T+12Weeks	20%
4	Approved UAT Sign-Off document which testifies all user comments and feedback have been incorporated, all bugs have been corrected and security vulnerabilities and non-conformities have been fixed and Final Version of the full-fledged e-Commerce Marketplace Platform deployed on hosting infrastructure and submission of an approvedreport on the successful security audit of the system	T+22Weeks	20%

5	Submission of the source code and user manuals for the e- Commerce Marketplace Platform as well as full online access to the server on which the source code for the e-Commerce Marketplace platformwill be located and Delivery of technical and operational training to effectively utilize the developed platform, user – specific functionality walk throughs demonstration.	T+24Weeks	20%
	Total		100%

Notes:

- Bidders must abide by the mutually finalized implementation schedule
- Payments are directly linked to deliverables.
- All reports must be submitted in an editable draft version in Word, Excel or other as well as a PDF version (for comments) and then final version, following incorporation of all comments and suggestions by ICCIA
- The consultants may also be requested to present the full scope of findings and recommendations to ICCIA and relevant stakeholders.
- Price proposed must be in an all-inclusive fee, supported by a breakdown of costs.
- Contract price is fixed for the duration of the project.
- Contract signature does not warrant any advance payment.

Deliverables and Schedules/Expected Outputs

Items of Negotiations in case of Award

1. Technical Proposal;
2. The proposed methodology and the work plan;
3. Final TOR;
4. Availability of proposed experts;
5. Logistics and reporting;
6. The consultant's tax liability and how it will be reflected in the contract;
7. Financial negotiation; and
8. Review of the draft form of the contract.

APPENDIX 1: NON-EXHAUSTIVE CORE FUNCTIONALITIES OF THE E-COMMERCE PLATFORM

Ref	e-Commerce Marketplace platform	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/Remarks
R1	The e-Commerce Marketplace platform should consist of a web platform which can be used on standard browsers of desktop, notebooks, etc as well as optimised for use on mobile devices (smart phones and tablets)		
R2	Be designed and segregated in such a way that it caters for different uses, i.e. customers, vendors, administrators among others		
R3	Be based on an open-source web-based technology.		
R4	Be based on open architecture and allow for interoperability, integration and data exchange with other systems		
R5	Be scalable to support the trade volume estimates from the market systems assessment		
R6	Overall system performance should support the trade volume transaction estimates from the market systems Assessment		
R7	Provide for necessary online payment facilities between the seller and buyer through interfaces with secure and popular payment gateways (existing local and international payment services). Ability to accept multiple payment options with varying types of settlement methods and with various processors.		

R8	Include an open source-based business intelligence tool that offers an easy wayto transform fruits and vegetables data into laboratory intelligence for predictive analysis		
R9	System should be free from security vulnerabilities and extensive measures should be implemented to address web application security risks such as the latest “Open Web Application Security Project (OWASP) Top 10 Web Application Security Risks”.		
R10	Allow content creation and/or editing of existing site content using Open-Source Content Management System (CMS)		
R11	Content on the system must be easy to update by users of varied non-technical expertise from individual departments on a regular basis		
R12	CMS should provide a page building and layout environment where users can select or drag and drop from a palette ofpage elements (or modules) to change page designs		
R13	The CMS should be extensible via third-party plug-ins, modules, libraries etc.		
R14	The system should be database driven which is integrated with the CMS. The database should be open-source.		
R15	The system should provide a pleasant and delightful experience to all users by making it easy for them to complete their tasks or find what they want in a straightforward manner.		
R16	The system should be also be easy to maintain for our administrators and content creators, streamline business operations and increase productivity.		
R17	Major components should have import and export capabilities, and APIs should be defined.		

R18	Display of multilingual information in Creole, French and English		
R19	Interactive multimedia-oriented e-Commerce Marketplace design		
R20	Compatible to all the browsers like Chrome, Mozilla Firefox, Internet Explorer, Safari, Opera		
R21	Integrated search functionalities: An effective search system integration where user can search any content by entering text in the search box.		
R22	Facility to upload and download files		
R23	Allow for User Management via Admin Interface		
R24	Ability to create roles-based system access as well as both seller- and shopper-focused security		
R25	Administrator should be able to gain control over the front-end content, edit, add or delete content of the front end through administrative control panel.		
R26	Main navigation panel; Administrator can Add / Edit / Delete menu		
R27	Provide for registration of the users		
R28	Allow for Product management and multiple product configurations by non-technical users		
R29	Allow Tax Category Management and Tax exempt products		
R30	Allow for Inventory Management		
R31	Allow for Promotions Management		
R32	Allow for Search Engine Optimisation - CMS ensure that Page Title, Page Summary and other critical SEO elements can be created even by casual content contributors		
R33	Ability to define workflows through an easy-to-use administrative interface		

R34	Allow for Order Management, order processing and workflows. Ability to receive a customer's order, package the item(s) ordered and ship to the customer.		
R35	Allow for Shopping Cart management		
R36	Allow for Checkout		
R37	Allow for Shipping Options		
R38	Allow for interfacing with reporting tool (open-source Business Intelligence tool to be proposed) and website analytics (e.g. Google Analytics)		
R39	Ability to automatically export anonymised data for consumption by the National Open Data Portal (data.govmu.org)		
R40	Ability to integrate with social media		
R41	Ability to comply with Industry Standards		
R42	The web platform should be Responsive i.e. compatible for use on mobile devices (Android and IOS-based smartphone and tablets)		
R43	The web platform should provide for a separate mobile-optimized version of the website		
R44	The web platform should support for navigation when viewed on a mobile device		

R45	The web platform should be built upon proven and accepted website development standards while maintaining flexibility to easily grow andadd new functionality over time and with minimal cost		
R46	The user interfaces of the web platform (for all applicable types of users in the system) should meet the needs for completing trade transactions and payment with special attention to the use of such system by traders/farmers/vendors who are mostly on the field		
R47	**One-year Warranty** on complete e-Commerce Marketplace platform and Components		
R48	Free upgrades, bug fixes, releases, software assurance on complete e-Commerce Marketplace platform during the one-year Warranty		
R49	Technical support on e-Commerce Marketplace platform and componentsfor a period of **12 months** from the dateof commissioning of the platform.		
R50	Financial proposal to **include** all operational costs for the first year (Warranty) of the complete e-Commerce Marketplace platform and components. No hidden costs would be entertained by the client.		

R51	Proposal to include, **as an option in a separate table,** yearly operational costs for complete e-Commerce Marketplace platform and compoents for Year 2 to Year 5. If funds are available, the costs may be added to the contract value at the discretion of the client in which case only these costs would be reimbursed toservice provider upon submission of valid payment receipts before end of contract.		