



Mauritius Institute of
Professional Accountants

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(Established under Financial Reporting Act 2004)

Request for Proposal for the Design, Development and Maintenance of MIPA Website, Member Portal and Mobile Application

1. Overview

MIPA is accepting proposals for the creation and maintenance of a new Website, Member Portal and Mobile Application. The deadline for submission is **Friday 30th July 2021, by close of business.**

2. Organisation description

The MAURITIUS INSTITUTE OF PROFESSIONAL ACCOUNTANTS (MIPA) was founded in January 2005. MIPA acts as an umbrella professional body for professional and Public Accountants who are members of Professional Accountancy Institutes and Associations specified in or contemplated by the Financial Reporting Act 2004 (The Act).

The objects of MIPA as per Section 45 of the Act are to supervise and regulate the accountancy profession and to promote the highest standards of professional and business conduct of, and enhance the quality of services, offered by Professional and Public Accountants in Mauritius.

MIPA has more than 3,300 registered Professional Accountants. Our members have all achieved the internationally recognised and respected accounting qualifications. MIPA is an educator, regulator and through its various committees, MIPA is expected to contribute to enhance the level of services of its members.

www.mipa.mu

3. Objectives

A. Website and Hosting

- Enhance the overall look and feel of the website.
- Integrate easy to use content management system for easily managing overall content of the website.
- Develop role-based access management system to provide secured, restricted access to different stakeholders.
- Provide information to members with minimum number of clicks.
- Make it easy to use for members by providing latest updates, important events on the home page itself and by providing within Site Search feature.
- Restructure content of the website to make it user-friendly.

- Make site accessible on all platforms like all major browsers (e.g., internet explorer, Mozilla Firefox, Google chrome).
- Make the site accessible on all devices (e.g., mobile, tablet, laptop).
- Get Safe to Host Certificate from cert-in empanelled auditor.

B. Member Portal

- Provide an easily accessible portal for members
- Give members an easy path to renew their membership with seamless user experience.
- Cultivate and track members through powerful profile search engine.
- Easy-to-use email management system – automated emails to inform members about upcoming renewal.
- Accept payments securely with integrated payment processing that meets the highest standard for security.
- Automated email notifications for dues renewals.
- Configure dashboards based on financial year or member types.
- Quickly view renewal rates, lapsed members and new members with customisable start and end periods.
- Include a proper audit trail of changes made by the administrative team

C. MIPA Mobile Application

- Communication mechanism for MIPA members (feedback, SMS, Email facility etc).
- Free downloads from Google Play store and Apple Store.
- The application must have the same look and feel as the Website and Portal with fluid UI.
- Ability to display upcoming events, digital programme and related information.
- Ability to display live announcements such as reminders, changes to the event programme etc.

4. Training

For the effective uses of the supplied software/application licenses and their functionalities, the selected company must compulsorily provide training to MIPA Staff.

5. Maintenance and Technical Support Services

- Updating critical software
- Ensuring stability and continuity of service
- Ensuring security against data breach
- Fixing HTML or other errors that would obstruct usability



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- Resolving usability concerns and solving user questions
- Email hosting and creation of new email addresses and password resets/changes
- Regular maintenance and backup of webpages to ensure enhanced user experience.

Please include in your proposal your suggested system for managing issues/requests (error process, response time, priorities, transparency, etc.).

6. Budget

All proposals must include a budget and budget justification for all costs associated with this project. Costs must detail all components of this project (Component (A) Website and Hosting (B) Member Portal (C) MIPA Mobile Application).

7. Criteria

The proposal will be assessed according to the following criteria:

- Provision of clear timeline
- Technical expertise - Experience
- Project management and customer service skills
- Cost-effectiveness

8. How to submit proposal

Please send an email to info@mipa.mu with the subject “RFP – MIPA Website, Portal and App” with your proposal, fees, and proposed timeline for deliverables.

Terms and conditions

1. The time for completion of the work shall be equal or less than 90 days.
2. The successful firm shall be required to present several designs of output templates out of which some templates will be selected by MIPA with/ without suggestions for changes which the firm will have to incorporate.
3. The interested firm can go through the existing website (www.mipa.mu) and estimate the variety and quantum of information that needs to be available on the website.
4. The firm must have at least 3 years experience in creating and managing quality websites of large Institutions/companies, platform development and mobile application development. Documentary



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evidence by way of completion certificate should be produced in support of experience and performance.

5. Sub-letting of Work: The contractor shall not assign, transfer or sublet or attempt to assign, transfer or sublet, whether wholly or in part, any portion of the work to any other entity without informing MIPA prior to start of work.
6. The EOI/ tender is not transferable unless approved by MIPA.

Confidentiality

Please note that related activities as specified in this Tender document are confidential. It shall be responsibility of the Tenderer to take all necessary precautions and measures to maintain utmost confidentiality with regard to each and every stage of work. Further, Tenderer shall not use or disclose any Confidential Information of the MIPA except as specifically contemplated herein. For the purposes of this Contract / Tender, "Confidential Information" includes information includes as:

- i. is sufficiently secret to derive economic value, actual or potential, from not being generally known to other persons who can obtain economic value from its disclosure or use; and
- ii. is the subject of efforts that are reasonable under the circumstances to maintain its secrecy or confidentiality.