



REFERENCE NUMBER: FS02/2021

## TENDER FOR THE DEVELOPMENT AND PROVISION OF AN INTERACTIVE SAGHTAR MAGAZINE MOBILE APPLICATION

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Date Published: **Friday 25<sup>th</sup> June 2021**

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Deadline for Submission: **Friday 16<sup>th</sup> July 2021**

at 09:30am  
CET/CEST

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Tender Opening: **Friday 16<sup>th</sup> July 2021**

At 10:00am  
CET/CEST

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*No Bid Bond is applicable.*

### Fondazzjoni Saghtar

Fondazzjoni Saghtar, Malta Union of Teachers, 759, Triq il-Kbira San Ġużepp, Il-Hamrun HMR1016, 21224909, info@saghtar.org.mt

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## SECTION 1 - INSTRUCTIONS TO TENDERERS

### 1. General Instructions

- 1.1 In submitting a tender, the tenderer accepts in full and in its entirety, the content of this tender document, including subsequent Clarifications issued by the Non Governmental Organisation (NGO), whatever the economic operator's own corresponding conditions may be, which through the submission of the tender is waived. Tenderers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this tender document. These Instructions to Tenderers complement the General Rules Governing Tenders for NGOs Version 1.0.

**No account can be taken of any reservation in the tender in respect of the procurement documents; any disagreement, contradiction, alteration or deviation shall lead to the tender offer not being considered any further.**

Prospective tenderers must submit their offer by depositing it in the tender box, located at address of NGO which is Fondazzjoni Sagħtar, Malta Union of Teachers, 759, Triq il-Kbira San Ġużepp, Il-Hamrun HMR1016. Prospective tenderers take full responsibility to submit their offer by the set tender submission deadline.

**Note:**

Where in this tender document a standard is quoted, it is to be understood that the Contracting Authority will accept equivalent standards. However, it will be the responsibility of the respective bidders to prove that the standards they quoted are equivalent to the standards requested by the Contracting Authority.

- 1.2 The subject of this tender is for the Development and Provision of an Interactive Sagħtar Magazine mobile Application
- 1.3 The place of acceptance of the works shall be as per Article 1.1 above, the time-limits for the execution of the contract shall be sixteen (16) weeks from the date indicated in the Commencement Order Notification issued by the Contracting Authority within four (4) months of date of last signature on contract, and the INCOTERM<sup>2020</sup> applicable shall be Delivery Duty Paid (DDP).
- 1.4 This is a lump-sum contract.
- 1.5 This call for tenders is being issued under an open procedure.
- 1.6 The beneficiary of this tender is the *Fondazzjoni Sagħtar*.
- 1.7 This tender is not a reserved contract.

### 2. Timetable

2. 

| DATE | TIME |
|------|------|
|------|------|

|                                                                                                                                                                                                                                                          |                                              |                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|------------------------|
| <p>Deadline for request for any additional information from the NGO</p> <p>Clarification requests should be addressed to: <a href="mailto:info@saghtar.org.mt">info@saghtar.org.mt</a> and Cc: <a href="mailto:info@saghtar.mt">info@saghtar.mt</a>.</p> | <p>Thursday 8<sup>th</sup><br/>July 2021</p> | <p>9.30am</p>          |
| <p>Last date on which additional information can be issued by the NGO</p>                                                                                                                                                                                | <p>Monday 12<sup>th</sup><br/>July 2021</p>  | <p>9.30am</p>          |
| <p>Deadline for submission of tenders/Tender opening session (unless otherwise modified in terms of Clause 10.1 of the General Rules Governing Tendering for NGOs)</p>                                                                                   | <p>Friday 16<sup>th</sup> July</p>           | <p>9.30am<br/>10am</p> |
| <p>* All times Central European Time (CET) / Central European Summer Time (CEST) as applicable</p>                                                                                                                                                       |                                              |                        |

### 3. Lots

- 3.1 This tender is not divided into lots, and tenders must be for the whole of quantities indicated. Tenders will not be accepted for incomplete quantities.

### 4. Variant Solutions

- 4.1 Variant solutions are not permissible.

### 5. Financing

- 5.1 The project is co-financed by the Government of Malta. This project has been funded through the Voluntary Organisations Project Scheme managed by the Malta Council for the Voluntary Sector on behalf of Parliamentary Secretary for Sports, Recreation and Voluntary Organisations within the Ministry for Inclusion and Social Wellbeing. The project is financed from local budget funds.
- 5.2 The Contracting Authority of this tender is Fondazzjoni Sagħtar.

### 6. Clarification Meeting/Site Visit/Workshop

- 6.1 No clarification meeting/site visit is planned.

## **7. Selection and Award Requirements**

In order to be considered eligible for the award of the contract, economic operators must provide evidence that they meet or exceed certain minimum criteria described hereunder.

### **(A) Eligibility Criteria**

- (i) No Bid Bond is required. <sup>(Note 1)</sup>
- (ii) Declare agreement, conformity and compliance with the provisions of the Statement on Conditions of Employment by completing and submitting the form with title Statement on Conditions of Employment.
- (iii) Power of Attorney (if applicable) <sup>(Note 2)</sup>
- (iv) Submission of the declaration form that stipulates that following signature of contract, the successful bidder, will provide evidence in respect of the requirements stipulated regarding Energy Efficiency through the Energy Efficiency Form (Not Applicable for this contract) <sup>(Note 2)</sup>
- (vi) Information re Joint Venture/Consortium

(B) Exclusion (including Blacklisting) and Selection Criteria - information to be submitted through the completion of the following declaration forms:

- (i) Declaration concerning exclusion grounds - Bidders to fill-in form marked as Blacklisting and Exclusions

### **(C) Technical Specifications**

- (i) Tenderer's Technical Offer in response to specifications. <sup>(Note 3)</sup>

**Bidders must submit a filled-in "Technical Offer Form". All technical criteria listed in the "Technical Offer Form" are of a mandatory nature and must be filled in. Failure to submit the filled in forms will disqualify the submitted offer**

#### **Key Experts** <sup>(Note 2)</sup>

One key expert is being requested for this call as follows:

- One (1) IT expert possessing an EQF level 6 qualification (or equivalent) in Software Development.

**Bidders must also submit a CV of the Key Expert which must attest the above criteria.**

- (ii) **Literature** as per Form marked 'Literature List' is to be submitted with the technical offer at tendering stage. <sup>(Note 2)</sup>

**(D) Financial Offer**

- (i) The Tender Form and Tenderer's Declaration are to be completed and submitted with the offer; a separate Tender Form is to be submitted for each option tendered, each form clearly marked 'Option 1', 'Option 2' etc.; <sup>(Note 2)</sup>
- (ii) A financial offer is to be submitted by filling in Financial Bid Form and is to be calculated on the basis of **Delivered Duty Paid (DDP)<sup>2010</sup> (Grand Total)** for the supplies tendered inclusive of the SLA and training. <sup>(Note 2)</sup>

**Notes to Clause 7:**

- 1. Tenderers will be requested to clarify/rectify, within five (5) working days from notification, the tender guarantee only in the following circumstances: either incorrect validity date, and/or incorrect value. Rectification is subject to a non-refundable administrative fee of €50.*
- 2. Tenderers will be requested to either clarify/rectify any incorrect and/or incomplete documentation, and/or submit any missing documents within five working days from notification. Rectification is subject to a non-refundable administrative fee of €50.*
- 3. No rectification shall be allowed. Only clarifications on the submitted information may be requested.*

**8. Tender Guarantee (Bid bond)**

- 8.1 No tender guarantee (bid bond) is required.

**9. Criteria for Award**

- 9.1 The sole award criterion will be the price. The contract will be awarded to the tenderer submitting the cheapest priced offer satisfying the administrative and technical criteria.

## SECTION 2 - EXTRACTS FROM THE PUBLIC PROCUREMENT REGULATIONS

### Part X of the Public Procurement Regulations

270. Any tenderer or candidate concerned, or any person, having or having had an interest or who has been harmed or risks being harmed by an alleged infringement or by any decision taken including a proposed award in obtaining a contract, a rejection of a tender or a cancellation of a call for tender after the lapse of the publication period, may file an appeal by means of an objection before the Review Board, which shall contain in a very clear manner the reasons for their complaints.

271. The objection shall be filed within ten calendar days following the date on which the NGO has by fax or other electronic means sent its proposed award decision or the rejection of a tender or the cancellation of the call for tenders after the lapse of the publication period.

272. The communication to each tenderer or candidate concerned of the proposed award or of the cancellation of the call for tenders shall be accompanied by a summary of the relevant reasons relating to the rejection of the tender as set out in regulation 242 or the reasons why the call for tenders is being cancelled after the lapse of the publication period, and by a precise statement of the exact standstill period.

273. The objection shall only be valid if accompanied by a deposit equivalent to 0.50 per cent of the estimated value set by the NGO of the whole tender or if the tender is divided into lots according to the estimated value of the tender set by the NGO for each lot submitted by the tenderer, provided that in no case shall the deposit be less than four hundred euro (€400) or more than fifty thousand euro (€50,000) which may be refunded as the Public Contracts Review Board may decide in its decision.

274. The Secretary of the Review Board shall immediately notify the Director and/or the NGO as the case maybe that an objection had been filed with his authority thereby immediately suspending the award procedure.

275. The NGO involved, as the case may be, shall be precluded from concluding the contract during the period of ten calendar days allowed for the submission of appeals. The award process shall be completely suspended if an appeal is eventually submitted.

276. The procedure to be followed in submitting and determining appeals as well as the conditions under which such appeals may be filed shall be the following:

- (a) any decision by the General Contracts Committee or the Special Contracts Committee or by the NGO shall be made public by affixing it to the notice-board of the same NGO as the case may be or by uploading it on Government's e-procurement platform prior to the award of the contract if the call for tenders is administered by the NGO;
- (b) the appeal of the complainant shall also be affixed to the notice-board of the Review Board and shall be communicated by fax or by other electronic means to all participating tenderers;
- (c) the NGO and any interested party may, within ten calendar days from the day on which the appeal is affixed to the notice-board of the NGO and uploaded where applicable on the Government's e-procurement platform, file a written reply to the appeal. These replies shall also be affixed to the notice-board of the Review Board and where applicable it shall also be uploaded on the Government's e-procurement platform;
- (d) within three working days of the publication of the replies, the Secretary of the Review Board shall prepare a report (the Analysis Report) analysing the appeal and any reply to



it. This report shall be circulated to the persons who file an appeal and to all parties who submitted a reply to the appeal;

(e) after the preparatory process is duly completed, the Director or the Head of the NGO shall forward to the Chairman of the Review Board all documentation pertaining to the call for tenders in question including files, tenders submitted, copies of deposit receipts and any motivated letter;

(f) The secretary of the board shall inform all the participants of the call for tenders, the NGO of the date or dates as the case maybe when the appeal will be heard;

(g) When the oral hearing is concluded, the Public Contracts Review Board, if it does not deliver the decision on the same day, shall reserve decision for the earliest possible date to be fixed for the purpose, but not later than six weeks from the day of the oral hearing:

Provided that for serious and justified reasons expressed in writing by means of an order notified to all the parties, the Public Contracts Review board may postpone the judgment for a later period.

(h) The secretary of the board shall keep a record of the grounds of each adjournment and of everything done in each sitting;

(i) After evaluating all the evidence and after considering all submissions put forward by the parties, the Review Board shall decide whether to accede or reject the appeal.

## SECTION 3 - SPECIAL CONDITIONS

These conditions amplify and supplement, if necessary, the General Conditions governing the contract. Unless the Special Conditions provide otherwise, those General Conditions remain fully applicable. The numbering of the Articles of the Special Conditions is not consecutive but follows the numbering of the Articles of the General Conditions. Other Special Conditions should be indicated afterwards.

### *Article 2: Law Applicable and Language of the Contract*

- 2.1 The laws of Malta shall apply in all matters not covered by the provisions of the contract.
- 2.2 The language used shall be English.

### *Article 3: Order of Precedence of Contract Documents*

- 3.1 The contract is made up of the following documents, in order of precedence:
  - (a) the Contract;
  - (b) the Special Conditions;
  - (c) the General Conditions;
  - (d) the Contracting Authority's technical specifications and design documentation;
  - (e) the Contractor's technical offer, and the design documentation (drawings);
  - (f) the financial bid form (after arithmetical corrections)/breakdown;
  - (g) the tender declarations in the Tender Response Format;
  - (h) any other documents forming part of the contract.

Addenda have the order of precedence of the document they are modifying.

### *Article 4: Communications*

- 4.1 Without prejudice to what is being stated in the General Conditions Fondazzjoni Sagħtar is also making the following conditions:

All communication must be addressed in the English language as per clause 2.2 above.

Apart from methods described in the General Conditions, communication between the Contracting Authority and/or the Project Manager on the one hand **following the award of the contract**, and the Contractor on the other hand can also be sent by Electronic Mail.

### *Article 7: Supply of Documents*

- 7.4 The Contractor must provide the designer flow diagram of the application which shall also depict the user flow and processes of the mobile application.

### *Article 8: Assistance with Local Regulations*

- 8.3 Not Applicable

**Article 9: The Contractor's Obligations vis-à-vis visibility/publicity**

- 9.1 Use of the Parliamentary Secretary for Sports, Recreation and Voluntary Organisations, the MCVS, and VOPS logos should be made in all material and products.

Use of credits stating the following: *"This project has been funded through the Voluntary Organisations Project Scheme managed by the Malta Council for the Voluntary Sector on behalf of Parliamentary Secretary for Sports, Recreation and Voluntary Organisations within the Ministry for Inclusion and Social Wellbeing."*

Use of disclaimer in printed and online publications stating the following: *"This project/publication reflects the views only of the author, and the MISW and the MCVS cannot be held responsible for the content or any use which may be made of the information contained therein"*.

The font Arial must be used when quoting this sentence.

The MCVS is to be tagged on all social media posts and photos relating to the funded project activities, while also making use of the hashtags #VOPS and #MCVS.

**Article 10: Origin**

- 10.1 Not Applicable.

**Article 11: Performance Guarantee**

- 11.1 The Contractor shall, within 15 calendar days of receipt of the contract, sign and date the contract and return it together with a copy of the Performance Guarantee. The copy of the Performance Guarantee forwarded to the Central Government Authority is to be endorsed by the Contracting Authority prior to submission. The Contractor is therefore obliged to forward the original Performance Guarantee to the Contracting Authority. The amount of the guarantee shall be 4% of the total contract value.

Economic Operators have the possibility to provide the Contracting Authority with a Single Bond covering the Performance Guarantees for all the contracts with the same Contracting Authority. If an additional contract is awarded to a given Contractor, which results in an Economic Operator's current cumulative contracts value to go beyond the contract value range currently covered by the Single Bond, the Contractor is to be requested to;

- a) either submit a separate Performance Guarantee for the additional contract; or else
- b) submit a new Single Bond to cover the new total contracts value or submit an amendment to the original Single Bond specifying the new amount.

If an Economic Operator chooses to make use of the Single Bond, he must submit a letter from the respective Contracting Authority specifying that the amount of the Single Bond covers the new Contract, otherwise the new contract agreement would not be signed.

- 11.3 The performance guarantee shall be in the format given in Section 4 and shall be provided in the form of a bank guarantee.
- 11.7 The Performance Guarantee shall be released within 30 days of the Provisional Acceptance Certificate.

**Article 12: Insurance**

12.1 Not Applicable

**Article 13: Performance Programme (Timetable)**

13.1 A performance programme related to the development and go live of the application will be drafted between both parties and shall not exceed the periods referred to in Article 19.

**Article 14: Contractor's Drawings/Diagrams**

14.1 Not Applicable

14.7 Not Applicable.

**Article 15: Tender Prices**

15.1 The tendered unit-price shall be inclusive of any other services that may be of a contingent or of an indispensable nature for completing the development and deployment of the application.

**Article 16: Tax and Customs Arrangements**

16.1 As per General Conditions.

16.2 As per General Conditions.

**Article 17: Patents and Licences**

17.1 All licensing of the application shall be in favour of Fondazzjoni Sagħtar.

**Article 18: Commencement Order**

18.1 This Contract shall commence on issuance of the Commencement order within four (4) months from the date of the last signature on contract.

**Article 19: Period of Execution of Tasks**

19.1 The execution period of the contract shall be sixteen (16) weeks starting from Commencement Order in accordance with Article 18.1.

19.2 *Not Applicable.*

**Article 22: Modification to the Contract**

22.1 Not Applicable.

22.11 Not Applicable.

22.12 Subject to the provisions of the Public Procurement Regulations, the Contracting Authority reserves the right to include new items as part of the features of application. The total value of the new items may not rise as a result of the modification by more than 15% of the contract price. Such new items would be resulting from unanticipated circumstances such as: Unforeseen changes to the current website which would affect the design of the application; Introduction of user interface features resulting from user experience snags.

**Article 24: Quality of Supplies**

24.2 As per General Conditions.

**Article 25: Inspection and Testing**

25.2 The mobile application must be inspected and tested on a virtual testing environment prior commissioning by the Contractor. The Contractor shall carry out the necessary tests on all the features, the integration and synchronization to the website, the overall design of the entire process, the usability and functionality. The application covered under this Contract must be free from faults and errors. Then application shall be tested in accordance with any local and European standards, code of ethics and regulations.

**Article 26: Methods of Payment**

26.1 Payments will be made in Euro.  
Payments will be made once the application is tested, commissioned, and goes live.

26.3 As per general Conditions.

26.5 Not Applicable.

26.7 Not Applicable.

26.9 Not Applicable.

**Article 28: Delayed Payments**

28.1 The Contracting Authority shall pay the contractor sums due within 60 days of the date on which an admissible payment is registered, in accordance with Article 26 of these Special Conditions. This period shall begin to run from the approval of these documents by the competent department referred to in Article 26.1 of these Special Conditions. These documents shall be approved either expressly or tacitly, in the absence of any written reaction in the 30 days following their receipt accompanied by the requisite documents.

28.2 Once the deadline laid down in Article 28.1 has expired, the Contractor may, within two (2) months of late payment, claim late-payment interest:

- a) meaning simple interest for late payment at a rate which is equal to the sum of the reference rate and at least eight percent (8%);
- b) on the first day of the month in which the deadline expired.

The late-payment interest shall apply to the time which elapses between the date of the

payment deadline (exclusive) and the date on which the Contracting Authority's account is debited (inclusive).

**Article 29: Delivery**

- 29.1 Further to the provisions of the General Conditions, the Contractor shall bear all risks relating to the development of the application until the application goes live.
- 29.2 The Contractor must deliver and maintain the Application which must be tested and certified as being free of any malware, virus, exploit, adware or other malicious or harmful content or any content which may be inappropriate or unapproved by the Contracting Authority. The initial version of the application and any successive releases or upgrades will be subject to the approval of the Contracting Authority prior to acceptance and implementation.
- 29.3 Not Applicable.
- 29.5 Not Applicable.
- 29.6 Not Applicable.

**Article 31: Provisional Acceptance**

- 31.1 The application shall be taken over by the Contracting Authority once it goes live and has satisfactorily passed the commissioning and testing phase. A certificate of provisional acceptance shall be issued.

**Article 32: Warranty**

- 32.1 Not Applicable.
- 32.6 Not Applicable.

**Article 33: After-Sales Service**

- 33.1 A 6-week hand-holding period shall be granted to the Contracting Authority by the Contractor where any minor snags which were not initially addressed during the testing of the application, would be rectified. All related costs shall be borne by the Contractor.

**Article 35: Breach of Contract**

- 35.3 Without prejudice to the Government's right to dissolve 'ipso jure' the contract in the case of infringement of any condition thereunder and apart from the deduction established for delay in delivery, any such infringement shall render the contractor, in each case, liable to a deduction by way of damages of 5 per cent of the value of the contract, unless the Government elects, with regard to each particular infringement, but not necessarily with

regard to all infringements, to claim actual damages incurred.

***Article 37: Termination by the Contractor***

- 37.1(a) The expiry of the deadline for payment by the CA shall be of 60 calendar days starting from the payment certificate endorsed by the Project Manager.

***Article 41: Dispute Settlement by Litigation***

If no settlement is reached within 120 days of the start of the amicable dispute-settlement procedure, each Party may seek:

- (a) either a ruling from a national court, or
- (b) an arbitration ruling, in the case where the parties i.e. the contracting Authority and the Contractor, by agreement decide to refer the matter to arbitration.

## SECTION 4 -SPECIFICATIONS (Note 3)

### **NOTE:**

All the British Standards or any other standards quoted in the specifications may be replaced by the equivalent European standard. **However, it will be the responsibility of the respective bidders to prove that the standards they quoted are equivalent to the standards requested by the Contracting Authority.**

**Technical bids must meet or exceed all the below listed mandatory minimum technical specifications.**

### **Aim of the Project:**

Fondazzjoni Sagħtar has recently started publishing again the "Sagħtar" magazine. This time it is a digital publication, accessible from the Foundation's WordPress website [saghtar.org.mt](http://saghtar.org.mt), and is more focused on the interactive aspect. It is being presented in an attractive, innovative way, with an emphasis also on the correct use and spelling of Maltese. Furthermore, the website contains audio files, which enable the reader to listen to the articles being read. Also, some pages are downloadable, mainly those that include games and activities. It serves as a good platform for emerging authors and illustrators, who are encouraged, along with seasoned ones, to expose their talents and contribute with their literary/artistic works. It also serves as a showcase for entities and organisations, who offer articles and interesting information to be published in the magazine.

The aim of the project is to develop a free downloadable mobile application which would reflect all the content present in the [saghtar.org.mt](http://saghtar.org.mt) website. The app would enable users to read the magazine, listen to audio files and play the games found in the online magazine at the click of a button on one's personal device.

### **Scope:**

The Sagħtar magazine app being requested revolves around the main theme of learning through fun. This theme then practically encapsulates all aspects of learning and education, entertainment and fun at the same time. The themes that are dealt with in the magazine range from art and culture, the environment, heritage and its conservation, health and the natural world to information and life skills for children and youths, European and current affairs awareness, antiracism, equality and equal opportunities for all, disability, respect and support for the elderly and other marginalized sections of society, sports, leisure, media and communications, social media, friendships and relationships, among others.

The app shall be designed to complement the newly established digital version of the already popular magazine "Sagħtar", in order for its content to be more easily accessible to users through the use of modern technology which the main audience of the magazine, namely students at school are very much accustomed to already. The requested app will be designed to feature relevant news items related to the publication of the magazine and will include a multi-language feature, in order for Maltese-speaking and English-speaking persons alike to find their way around in the easiest way possible. It must also be designed to include games and interactive play, namely crosswords and other games that would also be published in the magazine itself. There shall also be a feature whereby users could submit their game results and enter competitions that would also be published in the online magazine. Other interactive features such as audio files for the visually-impaired and students with difficulties in reading and dyslexia, mainly, but also for people who simply want to listen to a text being read instead of, or while, reading it themselves shall also form part of the features of the mobile app. All of the above is being designed to give students (and interested adults alike) the opportunity to learn and have fun in a very innovative way, and to make the best use of technology as it is nowadays so that students learn, familiarise themselves with reading, absorb information and enjoy themselves through the use of the "Sagħtar" magazine app.



## Technical Specifications:

### 1. App Content & User Story Design:

This user story design is based on the requirements analysis for the Saghtar mobile app, based on the list of features as provided.

#### *List of features mentioned*

- a) Audio (siltiet moqrija)
- b) Video
- c) Drawings
- d) Games crossword
- e) Games word search
- f) Augmented
- g) News (linked with website)
- h) Shop (from website)
- i) Digital Saghtar editions (from website)

#### *List of stakeholders*

- Content manager(s)
- Users
- Administration
- Advertiser

#### *User stories*

##### a. Audio (siltiet moqrija)

Content manager/s can link audio files available for specific pages of the Saghtar magazine to linked articles in the mobile app for people to be able to listen to them offline.

Users can see a list of articles from magazine pages with their audio equivalent and cover art.

After a user selects a title from the list, he/she should be able to see the content of the article in a clearly formatted way on the phone and should have the option to download the equivalent audio files for the article he/she has selected to be available even if the user is offline.

Downloads will only be available as part of the app and related files should not be available for use outside the app. Files should not be saved, for example, in any downloads folder.

Users can use a QR reader in the app to read a code in the printed magazine to listen to an audio file of the respective article. Features mentioned above (download etc) should be available.

The phone should download these articles and audio files in the background and notify the user once the download is complete. Downloads should resume if interrupted.

##### b. Video

Content manager/s should be able to select videos from the Saghtar YouTube channel to make available in the mobile app. Content manager/s should see a list of the videos in the YouTube channel with the ones that have been shared to the mobile app highlighted or ticked.

Users should be able to see a list of past videos, showing the dates when they were published and a summary of the content for that video.

Users should receive a notification regarding the posting of a new video to the app by the Content manager. Selecting that notification would directly take the user to the YouTube video that has been posted at that point.

Users should be able to share a link to the public videos in the app via any instant messaging service of their choice. The link to the video may also include the point at which the user is in the video, so that the sender may watch the video together with the receiver.

Users can use a QR reader in the app to read a code in the printed magazine to watch a video related to the respective article.

**c. Drawings**

Given the interactive nature of a mobile phone, several apps have appeared that take advantage of the touch tools to perform drawings or touch up various different images. Encouraging children to draw is quite an important aspect of the app.

Users should be able to access a Sagħtar drawing in the app from the ones available, and colour the drawings by selecting a colour, pencil type and a width of a line.

Users should be able to save their drawings and load them as they wish.

Users should be able to upload their drawings to a private area, as well as share them via an app of their choice.

**d-f. Games: Crossword, word search, augmented**

A web view needs to be created for each of these three pages so that web-based games are integrated on each of these app pages. These games will be created by a third party not within this tendering process.

**g. News**

Content creators can share news posts in a specific category on WordPress to be featured in the mobile app. Posts in that category will be sent to the mobile app.

Users will be notified of news posts as they are posted, through a notification that comes up from the mobile phone (which can be muted as necessary). Notifications can be shared to other users via a messaging app of their choice.

**h. Shop**

Since the online shop is already implemented, the shop functionality will be implemented as a web view onto the current web shop. However, the login functionality and session should be integrated into the app. Therefore, these user stories are mostly concerned with the login integration.

Users should be able to browse the online Sagħtar webstore as a user registered with the website.

**i. Digital Sagħtar past editions**

Users should be able to browse the online Sagħtar past issues as users registered with the website.

**2. Administration & reporting**

Content managers should be able to see the number of installations of the mobile app on an online dashboard.

Content managers should be able to view the number of currently active users in the mobile app on an online dashboard.

Content managers should be able to extract a report of the number of users and the number of accessed articles by date.

Users would be provided with access to all features of the mobile app once they are logged in as the user they are registered with the website (as a member of Fondazzjoni Sagħtar). An option to either log in or register is presented after the app is installed - in both cases the website WordPress functionality is integrated into the app.

**3. Advertising**

Content managers should have the ability to add advertising within the app as part of the content flow.

Advertisers should have the ability to view a report regarding the number of views for their advert.

Advertisers should have access to submit an advertising banner and link to be made available to the content manager for approval.

**4. Development of Games and features:**

The App should include infrastructure for a set of games and specific content as part of the project. The actual content will be provided by the Fondazzjoni following contract signature.

**5. App Functionality and design:**

The app shall reflect the functionality of the website in terms of menus/pages and overall user experience. However, it must also include added interactive functions such as games and video/audio content.

**6. Language:**

The mobile app must have the functionality to switch between the Maltese and English language seamlessly.

**7. Accessibility options:**

The mobile application must adhere to the standard accessibility options.

**8. App Registration:**

All users who are currently registered via the website must be automatically registered on the app. Registered users must be shared for both app and website. Users registered through website will access app with same registration and vice versa.

**9. Perpetual Licence:**

The Contractor is required to provide the Contracting Authority with a worldwide perpetual licence, making the mobile app freely available for everyone.

**10. Service Level Agreement:**

A 6-week hand-holding period shall be granted to the Contracting Authority by the Contractor where any minor snags which were not initially addressed during the testing of the application, would be rectified. Furthermore, the contractor will be bound by a three-year service level agreement related to app technical upgrades regarding compatibility to new versions of operating systems. All related costs shall be borne by the Contractor.

**11. Mobile device Operating System:**

The App must run on the latest versions of both iOS and Android.

**12. Testing environment:**

The contractor must setup a testing environment prior the app goes live. The testing environment will be used by the Contracting Authority to inspect the various features and behaviour of the mobile application prior commissioning and go live. Any tweaks and improvements to the app in order to meet the minimum requirements must be implemented by the contractor.

**13. App data backup:**

The contractor must provide a back-up feature at administrative level so that all data generated by the application can be safely stored.

**14. Training:**

A train the trainer course explaining all the administrative back-end functions and content editing of the application must be provided by the Contractor. All course materials must be provided by the contractor.

## SECTION 5 - SUPPLEMENTARY DOCUMENTATION

### ***5.1 - Draft Contract Form***

### ***5.2 - Glossary***

### ***5.3 - Specimen Performance Guarantee***

### ***5.4 - Specimen Tender Guarantee***

These are available to view and download from the 'Resources Section' at:

[www.etenders.gov.mt](http://www.etenders.gov.mt)

### ***5.5 - General Conditions of Contract***

The full set of General Conditions for Supplies Contracts (Version 4.2) can be viewed/downloaded from the 'Resources Section' at:

[www.etenders.gov.mt](http://www.etenders.gov.mt)

It is hereby construed that the tenderers have availed themselves of these general conditions, and have read and accepted in full and without reservation the conditions outlined therein, and are therefore waiving any standard terms and conditions which they may have.

These general conditions will form an integral part of the contract that will be signed with the successful tenderer/s.