OHSC

Office of Health Standards Compliance

Ensuring quality and safety in health care

TECHNICAL SPECIFICATION FOR THE SUPPORT, MAINTENANCE, AND ENHANCEMENT/OPTIMISATION OF THE OFFICE OF HEALTH STANDARDS COMPLIANCE, HEALTH OMBUD AND OHSC VACANCY WEBSITES FOR 24(TWENTY-FOUR) MONTHS.

1. BACKGROUND TO THE PROJECT

The OHSC, OHSC Vacancy, and Health Ombud websites are based on the Web Content Management System (WordPress) with the functionality to update content by multiple users remotely through a browser-based administrative module using What-You-See-Is-What-You-Get (WYSIWYG) editing tools (or equivalent) allowing non-technical users to create and edit content.

2. SCOPE OF WORK - (OHSC, OHSC Vacancy, Health Ombud Websites)

a. The service provider shall maintain, support, and enhance/optimize the OHSC, OHSC Vacancy, and Health Ombud websites.

b. WCMS system should support user groups/roles, allowing the administrator to control how registered users interact with the site. These groups/roles should be customisable to accommodate scenarios that might arise during the project.

c. WCMS software shall act as a collaboration platform, allowing content to be retrieved and worked on by one or many authorized users. Changes can be tracked and authorized for publication or ignored reverting to old versions.

d. Automated templates should be provided and/or developed to accommodate specific content types needed by the OHSC and Health Ombud websites/ (i.e. tenders, vacancies, news, etc). These templates should be customizable.

e. Specific content types currently in use by OHSC should be catered for in any designs.

f. The WCMS should cater for the easy export (in a secure fashion) of any content types (with associated sub-fields) on the site for use by OHSC in other systems. Exports should support the following: 3.1.8.1 CSV/XML export file formats.

g. Creation of rules to filter data.

h. Admin sections must be protected by username and password and using salted MD5 encryption. At database level password should be stored in an encrypted format. After consecutive wrong attempts, the password should be sent to the administrator through email and a user/host locked out for pre-defined periods.

i. The WCMS should support various content types (images, videos, documents, etc)

j. The WCMS should support Search Engine Optimisation activities. Specifically, the generation of a sitemap, and metadata tags for content types and keywords.
k. Ability to Schedule exports to run automatically
l. Cross-browser & mobile responsiveness support: The pages must be viewable in all major web browsers as of the completion date and across major smartphone devices. (Internet Explorer, Edge, Chrome, Opera, Firefox, and Safari).
m. Speed: Load times must be acceptable for users and should not materially decrease from current load times.
n. The WCMS should support the easy integration of Google Analytics (a successful service provider to ensure Google Analytics to be set up for all OHSC websites. Reports should be generated automatically and emailed to the OHSC.
o. Menu Management –Ability to add, move, delete, and modify menus on the website.
p. The WCMS should support the unlimited creation of pages and/or posts.
q. Provide Programming & Database Web Content Management System (WordPress)Support
r. Below Features that should include :

  - WMCS to run on a LAMP technology stack.
  - Unlimited MySQL Database with phpMyAdmin Access
  - The websites should be set up with SSL certificates.
  - Ability to perform daily website backups.
  - Perform daily security scans to check the websites for vulnerabilities.
  - The technology stack should allow for easy scalability with the website capable of incorporating the ERP (or equivalent) generated data from the ERP server through scaling/expansion if needed.
  - The WCMS should allow for the embedding of training material (videos, articles, etc) in the administrator dashboard in the form of 'How to' videos/guides.

s. A spell checker must be built in the WYSIWYG module and must work across browsers.

t. The WCMS should allow for the following monthly reporting requirements for both websites:

  - Site maintenance performed (theme, plugin updates
  - Site performance
  - Site backup status
  - Site Security status
  - Site Uptime
  - Site User Stats (Google Analytics)

u. The website needs to be integrated with social media platforms but not limited to the following: Facebook, X, YouTube, LinkedIn and Instagram

v. Website optimisation - Back-end development and maintenance, including updates of the CMS platform, plugins, and general security.

w. Website Reporting - Monthly analytics report

x. Ensure that the current websites are updated based on OHSC requirements and from security and run
y. content.
z. Ensure seamless API integration with existing and future applications within the organisation.

3. REQUIRED TECHNICAL SKILLS AND EXPERIENCE

Prospective bidders should possess the following skills and experience and must provide information on relevant experience and resources allocated to the project with detailed CVs.
Resources must have 5 years of experience in working with websites, intranet, and management of databases.

a. At least five (5) years of experience in the support and maintenance of Websites
b. PHP Developer, Laravel, Vue.JS, SQL – Proficiency in SQL querying (Required).
c. Understanding of integrating with 3rd party APIs and their architecture (REST, GraphQL, SOAP, oAuth).
d. Other technologies we use: CSS, SASS, AWS, and Git.
e. Must be a WordPress skilled and capable of developing custom web applications using PHP, MySQL, and suitable technologies.
f. Must be proficient in both HTML5 and CSS3, PHP Website
g. Experience in web applications including security, session management
h. SQL – Proficiency in SQL querying
i. At least three (3) years of proven experience in supporting the Web Content Management System (WordPress)
j. Strong knowledge of the Web Content Management System (WordPress) architecture, configuration, and administration, including site collection and web application management, content types, and site templates.
k. Proficient in the Web Content Management System (WordPress)and customisation tool

4. PRICING FOR 24 MONTHS

ITEM DESCRIPTION	PERIOD	TOTAL PRICE, EXCLUDING VAT
Support, Maintenance and Enhancement/ Optimisation of OHSC, OHSC Vacancy, Health Ombud Websites (OHO).	**24 Months**	R
Sub Total		R
VAT 15%		
Grand Total Cost Inc VAT for 24 months.		R

5. EVALUATION CRITERIA

Bidders who score less than 70 points out of 100 points (70% threshold) will not be considered for the final phase and will thus be eliminated.

No	EVALUATION CRITERIA	SUB EVALUATION CRITERIA	WEIGHT
1	Company experience	Proven Experience: The bidder must have a minimum of five (5) years of knowledge and experience in support and maintenance of Web Content Management System (WordPress) Websites: Experience • 5 years and above = 25 points • Less than 5 years = 0 Bidders need to provide the information on relevant experience as per terms of reference, please refer to Annexure A – company experience.	25
2	Technical Skills team	The Bidding company is to submit a Curriculum Vitae (CVs) and valid certified copies of the technical resources assigned to this service should be persons qualified/certified in support and maintenance of Websites with qualifications that include, but not limited to: Software Development, PHP Developer, Laravel, Vue.js, SQL – Proficiency in SQL querying. • 5 years and above = 25	25

		points	
		• 3 to 5 years = 10 points	
		• Less than 3 years = 0	
3	Approach and Methodology on Scope of Work	The Bidding Company is to submit a detailed approach and methodology on the scope of work as outlined in Section 2 (Scope of Work)	25
4	References	The bidder must provide us with reference letters from recent clients with whom similar work in the experience in support and maintenance. Bidders must submit at least three contactable references on official letterhead, and the client for whom the services were rendered. The letters should also clearly indicate the year(s) during which the services were rendered. The reference letter must include the following requirements: • description and relevance of the project • role of the bidder • duration of the project • signed letter by the primary contact at the company. • 3 Reference letters or more = 25 • Less than three (3) reference letters = 0 NB!! The client will verify reference letters and must correspond with the company experience outlined in Annexure A.	25

		Submission of letters not in line / or compliant with the above requirement will not be considered.	
		TOTAL	100

3 PRICING.

    a. The bidder must clearly indicate the total cost, including VAT, for the project.

    b. The OHSC reserves the right not to award the to the lowest price.

    c. The pricing should list all costs and taxes associated with the project and must remain valid for a period of 90 (ninety) days after the closing date of the RFQ submission.

    d. All monetary amounts must be in South African Rand and inclusive of Value Added Tax (VAT) for registered vendors.

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ANNEXURE A - SCHEDULE OF BIDDER'S EXPERIENCE AND CONTACTABLE REFERENCES

Company Name	Contact person, email, and Telephone Number	Description of services delivered	Duration of services delivered to the client