APPOINTMENT OF A SERVICE PROVIDER TO CREATE AND DEPLOY A WEB SITE FOR THE 5G FORUM WITHIN TWO (2) MONTHS AND TO PROVIDE SUPPORT AND MAINTENANCE FOR TWELVE (12) MONTHS

1. Background

1.1   ICASA (the Authority) is responsible for regulating the South African telecommunications, broadcasting, and postal industries. In September 2016, the Council of the Independent Communications Authority of South Africa (ICASA), established a South African Fifth Generation Forum (5G Forum). The objective of the 5G Forum is to support the Authority in making meaningful contributions towards the development of spectrum regulations and standards for International Mobile Telecommunications (IMT), in line with the IMT-2020 vision and beyond.

1.2   In carrying out this mandate, the Authority requires an effective, user-friendly, and efficient public facing website for the 5G Forum. The website forms a backbone of the authority's digital communication efforts and is essential in enabling ICASA to encourage information sharing that will lead to an increased uptake of IMT2020 and future technologies.

2. Scope

2.1. The Authority seeks to appoint an experienced and reputable service provider to develop the website within two months, and provide

maintenance, for a period two and twelve months (after handover) respectively.

2.2. The following are the expected impact of the service:

2.2.1. Dissemination of information to industry stakeholders and members of the general public about 5G, Future Technologies, and the forum's role and functions.

2.2.2. Seamless access to content (regulations, reports, standards, Upcoming Events etc)

2.2.3. facilitating contact with the Forum

3. **Specifications**

The following are the key deliverables that the winning bidder will be required to deliver:

3.1   Design

3.1.1   The successful tenderer shall design templates/colour scheme options for consideration consistent with South African National colours (flag) as well as ICASA corporate brand guidelines.

3.1.2   The site will need to be fully configured for SEO, namely Google and Bing.

3.1.3   The site must be of a modern, contemporary design, with intuitive navigation to all areas of the site.

3.2   Technical upkeep and SEO

3.2.1   Plugin installations and updates

3.2.2   Handling redirects

3.2.3   Update Robots.txt

3.2.4   Technical SEO Health and implementing updates

3.2.5   Framework for CMS updates and modifications

3.3   Website usability and Content Accessibility

3.3.1   The site must be compliant with the latest Web Content Accessibility Guidelines (WCAG 2.1)

3.3.2   Follow general principles of usability and universal design.

3.3.3   Intuitive layout or navigational to ensure good user experience

3.3.4   user-friendly and effective search facility.

3.3.5   a simple content management system, allowing non-ICT users to update the website.

3.3.6   registrants' facility, whereby members of the public can register with the website and receive mail notifications from the Forum and ICASA.

3.3.7   Members upload facilities with suitable safeguards (CAPTCHA) for registered users to submit files, including MS Office and pdf.

3.3.8   an intuitive query/complaints facility enabling users to send messages via a contact-us template.

3.4   Website Content

3.4.1   The following layouts are proposed:

3.4.1.1   Featured image, or

3.4.1.2   Full-Screen Photo

3.4.1.3   F-Shape Layout

3.4.1.4   Fixed sidebar layout

3.4.2   Pages and content

3.4.2.1   Homepage.

3.4.2.2   About page.

3.4.2.2.1   Purpose, Vision, Mission
3.4.2.2.2   Members
3.4.2.2.3   Leadership and structure

3.4.2.3   Contact page.

3.4.2.4   Work of the Forum

3.4.2.4.1   Conferences
3.4.2.4.2   Downloadable content
3.4.2.4.3   Gallery (conference images)
3.4.2.4.4   Events Calendar
3.4.2.4.5   Reports

3.4.2.5   Members Login

3.4.2.5.1   Conference documents

3.4.2.6   Privacy Policy page.

3.4.2.7   Terms of Service page.

3.5   Website functionality, such as website's look and feel, such as but not limited to

    3.5.1   slideshows

    3.5.2   pop-ups

    3.5.3   new tabs

    3.5.4   Surveys.

3.6   Hosting

    3.6.1   Once developed the successful tenderer must provide a secure hosting service for a period of one year, with guaranteed levels of up-time of at least 99.9%.

3.7   Security

    3.7.1   Install SSL

    3.7.2   Keep the website up to date.

    3.7.3   Run regular backups.

    3.7.4   Regularly scan the site for vulnerabilities

    3.7.5   Regular update of all plug-ins

B. SUBMISSION PROCESS

4. **Content of the technical offer:**

4.1 In this section the bidder is expected to explain how they will meet or fulfil the above-mentioned requirements of the tender. The technical offer should be concisely presented and structured to include, but not necessarily limited to, the following information:

    4.1.1. Service provider's profile.

This should include evidence of the service provider's capacity to perform the services required, including:

        4.1.1.1. Company profile

        4.1.1.2. Indication of similar projects undertaken

4.1.1.3. References from previous clients, preferably for similar types of services

4.1.2. **The project teams**

This should include CV's of all members of the project team that would be responsible for delivering the service. Their experience, skills and competence must be indicated. Expected expertise include the following, but not limited to:

4.1.2.1. Web design experience, extensive knowledge of interface design and interactive internet technologies such as HTML, PHP, JavaScript, AJAX.

4.1.2.2. Familiarity with W3C standards, particularly Web Content Accessibility Guidelines.

4.1.2.3. Strong portfolio across a variety of digital projects and devices.

4.1.2.4. Website content development and copywriting.

4.1.3. **Understanding of the requirements for services, proposed approach, solutions and outputs**

4.1.3.1. The response should demonstrate the bidder's understanding of the Terms of Reference by identifying the specific components proposed and how the requirements will be met, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposition meets or exceeds the specifications.

4.1.3.2. Bidders are expected to provide as much details as possible, including a proposed timeline and delivery schedule.

4.1.3.3. If some of the elements of the proposal imply recurrent maintenance costs, this must be indicated in the technical proposal. The bidder should also address this separately in the costs section.

4.1.3.4. Bidders are expected to provide draft work plans outlining the various workflow items/tasks required, and how deadlines will be met. These must cover the following:

4.1.3.4.1. Draft standard service level agreement and work approach,

4.1.3.4.2. Search engine optimisation strategy and implementation,

4.1.3.4.3. Plan towards meeting the Web Content Accessibility Guidelines (WCAG) 2.1

Please see table 2 on page 10 for some of the content that may be included on the work plans.

4 **Evaluation of the Bids**

4.1   The evaluation will allocate points to:

4.1.1   the technical elements responding to the deliverables required

4.1.2   the evidence of relevant competencies requested

4.1.3   the evidence of relevant experience and track record requested

4.2   The received bids will be evaluated on the 80/20 procurement principle as per the Supply Chain Management Policy and the relevant Treasury Regulations. The bid will also be evaluated for functionality as per the functionality table below.

4.3   The bidder will be evaluated on (a) submission of the required documents; (b) functionality, (c) demonstration of services and (d) price/BB-BEE. Only bidders who meet the cut-off score of 70 out of 90 points for functionality will be required to demonstrate their services.

4.4   Only bidders who meet the cut-off score of 70 out of 100 points for both functionality and demonstration will be considered further for price evaluation.

4.5   Bidders who fail to demonstrate their ability to meet mandatory requirements will not be considered further for price evaluation.

4.6   For Functionality, please refer to table 1:

Table 1: Content Bid Functionality:

No	Category (Cut-off 70)	Points
A1	**Functional Proposal** **(Cut-off 72%) (65 over 90)**	
1. Relevant Experience and competence of Employed Personnel.	The bidder's proposed personnel resource(s) should have website design and programming knowledge and demonstrate practical experience and understanding in website user experience (UX), User Interface (UI), Accessibility, content and general website maintenance. **Evidence required:** CVs of 3 key personnel who will work on the project. The CVs must depict the individuals' skills, level of competence and experience. Bidders may provide more than three CVs. *The 3 CVs with the most experience and relevance to the service will be used for evaluation.* Evaluation criteria: 1. No CVs or profiles of key personnel provide. = 1 2. Key project personnel resource has no technical knowledge and have less than six (6) combined years' experience in website development, UX, UI, content development or maintenance. = 2 3. Key project personnel resource has appropriate technical knowledge, have six to ten to 10 (6 – 10) combined years' experience in website development, UX, UI, content development or maintenance. = 3	**20**

	4. Key project personnel resources have appropriate technical knowledge, have eleven (11) to fourteen (14) years' experience in website development, UX, UI, content development or maintenance. = 4 5. Key project personnel resource has appropriate technical knowledge, have more than (15) years' experience in website development, UX, UI, content development or maintenance. =5	
2. References	The bidder must provide contactable references in a form of testimonials or reference letters that must be in the letterhead of the clients. **Evidence required**: Letters of completion or reference letters with valid contact details from current/previous clients. **Evaluation criteria** 1. No submission Value = 1 2. 1-2 Reference letters Value = 2 3. 3 Reference letters Value = 3 4. 4 Reference letters Value = 4 5. 5 or more references Value = 5	**20**
3. Work Plans and SLA	The bidder must provide draft work plans outlining the various workflow items or tasks required, and how deadlines will be met. These must cover the following: (1) a draft standard service level agreement, (3) plan towards meeting the Specifications **Evidence required:** Detailed draft work plans that outline how work will be carried out. **Evaluation criteria:**	**10**

	1. Provided no information on the proposed implementation plans and SLA = 1 2. One of the three requested draft plans or SLA provided = 2 3. Two of the three requested draft plans or SLA provided = 3 4. Three of the three requested draft plans or SLA provided = 5	
4. Samples of similar work (Website / website UI/ UX design):	Bidders must provide proof of experience in website design (including website UI, UX), and other related functions. **Evidence required:** Samples of similar work done. Bidders should use this section to showcase the quality and range of their services. Include links to websites. **Evaluation criteria** 1. No submission of portfolio /links to websites = 1 2. 1 – 2 examples of websites that the bidder has designed = 2 3. 3 – 4 examples of websites that the bidder has designed. = 3 4. 5 – 6 examples of websites that the bidder has designed. = 4 5. More than 7 examples of websites that the bidder has designed. = 5 The Evaluation Committee may, at its own discretion, consider the accuracy and quality of websites in allocating points. The maximum score value which can be awarded is 5).	15
5. Samples of similar work	Bidders must provide proof of experience in website maintenance or management.	15

(website maintenance & SEO):	**Evidence required:** Samples of similar work done. This should include links to current websites that the bidder maintains or provides SEO services. Bidders should use this section to showcase the quality and range of their services.	
	Evaluation criteria 1. No submission of portfolio or links to websites = 1 2. 1 – 2 examples of websites that the bidder currently maintains, manages or provides SEO services = 2 3. 3 – 4 examples of websites that the bidder currently maintains, manages or provides SEO services. = 3 4. 5 – 6 examples of websites that the bidder currently maintains, manages or provides SEO services. = 4 5. 7 or more examples of websites that the bidder currently maintains, or manages. = 5	
Functionality:	*Bidders with a total score of less than 65 points for functionality will not be invited to do a demonstration.*	**80**
A2	**Demo**	
Demo	*Length: 20 Minutes* *Items:* 1. Ease of use (UI) (5) 2. Ease of Upload/Download of Documents of all formats (2) 3. Security (Prioritise user roles) (3) 4. Event Advertising and Calendar (3) 5. Slideshow Feature (2) 6. Web Content Accessibility Guidelines (WCAG) 2.1 (2)	**20**

	7. Google Search Engine (3)	
Total	**Pre-qualification criteria (cut-off 70%)** *(Bidders with a total score of less than 70 points for functionality and Demo combined will not be considered further for price evaluation)*	**100**
TOTAL FOR FUNCTIONALITY PRE-QUALIFICATION CRITERIA		**100**

5 Price Proposal

5.1   Bidders must as part of their quotes, submit a price proposal form.

The form must include:

5.1.1 Variety of services and the level of services to be provided to ICASA for a monthly fee.

5.1.2 Services that will be billed on a once off- or annual basis can be listed on their own line/ row

5.1.3 Circumstances under which ICASA would be billed for additional services over and above the maintenance fee. (The cost of those services must be included on the form)

Bidders can use the following table or similar:

Feature/service	Qty (hrs)/ or Period	Unit cost	Cost (excl. VAT)
Monthly maintenance (12 months)			
Other			
Total (excl. VAT)			
VAT at 14%			

Total (incl. VAT)			
Total for 14 months (incl. VAT)			

1. Annexures

6.1 Annexure A: Work Plans table

A draft or summary of an implementation plan or an approach for each of the following items(but not limited to):

Plan/Approach	Items that may be included
1. Website Development	1.1. Resources to be assigned to the task (including personnel) 1.2. Process and quality assurance 1.3. Reporting
2. Service Level Agreement	2.1. Support response times 2.2. Turnaround times for different services. 2.3. Reporting

6.2 Annexure B: Demonstration

Bidders with a total score of 70 points or more for functionality will be required to do a demonstration of their services.

A bidder should use a website or websites that they have previously worked on to demonstrate how they will achieve the ICASA 5G Forum website requirements Furthermore, the bidder is required to suggest what needs to be done on the ICASA 5G Forum website to incorporate each requirement.

5.2.2   Demonstration of Website

5.2.2.1   Bidders are required to demonstrate or present different tactic that they will be using to make the ICASA 5G Forum website easier to understand by search engines, ensure online visibility, and to make the website friendly for all users.

5.2.2.2   The bidder must be able to demonstrate different solutions that they will use.