

TITLE SPECIFICATION FOR WEBSITE DEVELOPMENT

REFERENCE CP_TSSPEC_379
DATE: AUGUST 2022
PAGE: 1 OF 27

REV 0


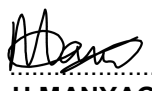




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FOREWORD

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1. INTRODUCTION

City Power requires a Service Provider to redesign and Development, Hosting, Maintenance and Support its current website to improve its functionality and usability.

2. SCOPE OF WORK

The appointed Service Provider should ensure that the newly revamped City Power website is able to achieve great usability, making it easy for the end user to locate the information they need quickly and without difficulty. The Service Provider will be responsible for the planning, designing, reviewing, developing, testing and relaunching of the website for the period of 36 months. City Power expects the website upon its completion to be user friendly and improve user experience.

3. NORMATIVE REFERENCES

The following documents contain provisions that, through reference in the text, constitute requirements of this specification. At the time of publication, the editions indicated were valid. All standards and specifications are subject to revision, and parties to agreements based on this standard are encouraged to investigate the possibility of applying the most recent editions of the documents listed below.

Document number	Document title
ISO 14598-3	Process for developers
ISO 15026	System and Software Integrity
ISO 15939	Software Measurement Process.
ISO 14102	Guidelines for the Evaluation and Selection of CASE Tools
ISO 18019.	Guidelines for the Design and Preparation of Software User Documentation
ISO 15910:	Software User Documentation Process.

4. ABBREVIATIONS

Abbreviation	Explanation
SEO	Search Engine Optimization
UX	User Experience
CMS	Content Management Systems
FAQ	Frequently Asked Question
XML	Extensible Markup Language
CAPTCHA	Completely Automated Public Turing test to tell Computers and Humans Apart
CSS	Cross-site scripting

5. GLOSSARY OF TERMS

Term	Explanation
Service Provider	An entity responding to this RFP. Prospective Service Provider or an entity to whom a contract established to provide the services.
Metering Systems	Metering System is made up of items of Metering Equipment; voltage transformers, current transformers, Meters and Outstations, the wires and connections between each item and connections required to transfer metered data to the outside world (e.g. modems and communication lines)
Vendor	Is a supply chain management term that means anyone who provides goods or services of experience to another entity

6. REQUIREMENTS

6.1 General Requirements

Below are the minimum non-functional requirements for the website development:

- 6.1.1 Content of the website should be optimized with words City Power customers/ public might search for.
- 6.1.2 The domain name should remain unchanged for the website.
- 6.1.3 The website upon completion should have a FAQ page to answer the questions that are most commonly asked about the services City Power provides to the public.
- 6.1.4 The Service Provider should ensure that the website has a readable and plainly visible Contact us page that works on the home page.
- 6.1.5 The website should have an accessible help system to assist in situations where City Power customers and public can possibly need answers to their questions.

6.2 Functional Requirements

Below are the minimum functional requirements for the Website Development:

- 6.2.1 The website pages should in terms of heading sizes, photo choices, font choices and spacing be consistent throughout the website.
- 6.2.2 The new City power website should be cross-browser compatible with consistent layout and features

- 6.2.3 The appointed service provider must ensure the website is accessible on every smartphone, tablet, and desktop computers.
- 6.2.4 The City Power Website should be built on a Content Management System or Platform.
- 6.2.5 The website should be able to use Plug-Ins and Theme Templates
- 6.2.6 The website should have Analytic and tracking
- 6.2.7 The website should support mobile responsive design
- 6.2.8 The new website should be able to create and submit XML Sitemap
- 6.2.9 The website should allow data archiving and ensure data versioning capabilities
- 6.2.10 The website should allow Track Performance – integrating to Google Analytics or any free search engine analytic tools.
- 6.2.11 The website design should keep Inquiry Form, Call & Contact Button, Navigation, Social Sharing Icons, and other converting “Call To Action” elements’ design, size, and color in mind
- 6.2.12 The website must provide links to City Power's social media platforms.
- 6.2.13 The website upon completion must provide online forms and blog spot for data gathering and update about services to its customers respectively.
- 6.2.14 The hierarchy of information should be clear.
- 6.2.15 The website should also be SEO-friendly to provide relevant and valuable web pages to the City Power customers and the general public on the topics they search for.
- 6.2.16 The website must be easy to update CMS by relevant permitted front-end City Power personnel.
- 6.2.17 Only authorized personnel should be allowed to update or post on the website
- 6.2.18 The website should not accommodate pop-ups.
- 6.2.19 A sitemap should be included on the Website.
- 6.2.20 Through the SEO the site should be able to receive high traffic from a variety of users.
- 6.2.21 The website should be capable to incorporate videos on City Power news.
- 6.2.22 The website must not take longer to load.
- 6.2.23 The appointed service provider will be responsible for the backend support and maintenance of the website.
- 6.2.24 The Service Provider should ensure the website has a responsive design to ensure it changes its look based on the device it is viewed on

- 6.2.25 The appointed Service Provider must install and add SSL certificate to the website to keep user information secure.
- 6.2.26 The website should be available at all times.
- 6.2.27 The website must have the capacity to conduct online surveys.
- 6.2.28 The developers should provide enough storage space for images and videos.
- 6.2.29 CAPTCHA should be present for web pages with form fields such as feedback form, registration form, etc.
- 6.2.30 The website should allow integration points to allow information from different systems.
- 6.2.28 The website code should be comprehensive and clear so any level of a skilled developer can attain it
- 6.2.29 The website should have multi lingual capability

6.3 Technical requirements

Below are the minimum Technical requirements for the Website Development:

- 6.3.1 The appointed service provider would be required to include all the existing content in the new website.
- 6.3.2 The website must be compatible with the latest versions of modern-day browsers. Be able to operate on various Operating Systems like Windows, UNIX, LINUX, etc.
- 6.3.3 The pages should be printer-friendly i.e. all the pages shall be displayed and printed upon demand by the user
- 6.3.4 Database: MS SQL, ORACLE, and MySQL

7. SECURITY

The below are the minimum security requirements of the website:

- 7.1 Secure the web environment (prevent web server bugs)
- 7.2 Validate user input (prevent XSS and injection attacks)
- 7.3 Avoid third-party scripts and CSS
- 7.4 Use encryption (protect data, prevent mixed content bugs)
- 7.5 Use the right authentication
- 7.6 Authorize requests (prevent XSRF, XSSI etc)
- 7.7 Content Security Policy

8. TRAINING

- 8.1 The Service Provider shall arrange website content management training to the City Power personnel responsible for updating the website.
- 8.2 The Service Provider must clearly outline the layout of the recommended training. The training will be on-site as part of the website development process.
- 8.3 The service provider shall work closely with City Power's personnel during the development of the website to ensure practical knowledge transfer.

9. DOCUMENTATION

- 9.1 A copy of proposed maintenance schedules shall be provided.
- 9.2 Documentation services rendered shall be provided in both hard and soft copy.
- 9.3 The Service provider shall perform and provide City Power with reports detailing performance, diagnostic test and overall functioning and availability of the system and related equipment on monthly basis.
- 9.4 A comprehensive summary describing each test shall be provided on request.

10. QUALITY MANAGEMENT

A Quality Management Plan/System shall be set up in order to assure the quality of the Website Development during design, review, developing, testing and relaunching. Guidance on the requirements for a quality management system may be found in the following standards: ISO 9001:2015. The details shall be subject to agreement between the City Power and Supplier/Contractor.

11. HEALTH AND SAFETY

A Health and Safety Plan/System shall be set up in order to ensure proper management and compliance of the Website Development during installation, operation, maintenance, and decommissioning phase/s. Guidance on the requirements of a Health and Safety Plan/System may be found in OHSAS 18001:2007 standards. This is to ensure that the asset/service conforms to standard operating procedures and City Power SHERQ Policy. The details shall be subject to agreement between City Power and the Supplier/Contractor.

12. ENVIRONMENTAL MANAGEMENT

An Environmental Management Plan/System shall be set up in order to ensure the proper environmental management and compliance of the Website Development solution during its entire life cycle (i.e. during design, development, production, installation, operation and maintenance, decommissioning as well as Rehabilitation, Recycling or Disposal phase/s). Guidance on the requirements for an environmental management plan/system may be found in ISO 14001:2015 standards. The details shall be subject to agreement between City Power and the Supplier. This is to ensure that the asset created conforms to environmental standards and City Power SHERQ Policy.

ANNEX A - BIBLIOGRAPHY

None

ANNEX B - REVISION INFORMATION

DATE	REV. NO.	NOTES
AUGUST 2022	0	First issue

ANNEX C- ITEM NO: 1 – GENERAL REQUIREMENTS

TECHNICAL SCHEDULES A & B:

Schedule A: Purchaser's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Table 1: Technical A & B Schedule-Website Development

Item	Sub-clause CP_TSSPEC _379	Description	Schedule A	Schedule B
1	6.1	GENERAL REQUIREMENTS		
	6.1.1	Content of the website should be optimized with words City Power customers/ public might search for	Required	
	6.1.2	The domain name should remain unchanged for the website.	Required	
	6.1.3	The website upon completion should have a FAQ page to answer the questions that are most commonly asked about the services City Power provides to the public	Required	
	6.1.4	The Service Provider should ensure that the website has a readable and plainly visible Contact us page that works on the home page	Required	
	6.1.5	The website should have an accessible help system to assist in situations where City Power customers and public can possibly need answers to their questions.	Required	

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ITEM NO.1 - GENERAL REQUIREMENTS

Deviation Schedule

Any deviations offered to this specification shall be listed below with reasons for deviation. In addition, evidence shall be provided that the proposed deviation will at least be more cost-effective than that specified by City Power.

	Sub Clause of CP_TSSPEC_379	Proposed deviation

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ANNEX C- ITEM NO: 2 – FUNCTIONAL REQUIREMENTS

TECHNICAL SCHEDULES A & B:

Schedule A: Purchaser's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Table 1: Technical A & B Schedule-WEBSITE DEVELOPMENT

Item	Sub-clause CP_TSSPEC _379	Description	Schedule A	Schedule B
2	6.2	FUNCTIONAL REQUIREMENTS		
	6.2.1	The website pages should in terms of heading sizes, photo choices, font choices and spacing be consistent throughout the website.	Required	
	6.2.2	The new City power website should be cross-browser compatible with consistent layout and features.	Required	
	6.2.3	The appointed service provider must ensure the website is accessible on every smart phone, tablet and desktop computers.	Required	

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ANNEX C- ITEM NO: 2 – FUNCTIONAL REQUIREMENTS

TECHNICAL SCHEDULES A & B:

Schedule A: Purchaser's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Table 1: Technical A & B Schedule –WEBSITE DEVELOPMENT

Item	Sub-clause CP_TSSPEC _379	Description	Schedule A	Schedule B
2	6.2.4	The website should support mobile responsive design.	Required	
	6.2.5	The new website should be able to Create and submit XML Sitemap.	Required	
	6.2.6	The website should allow data archiving and ensure data versioning capabilities	Required	
	6.2.7	The website should allow Track Performance – integrating to Google Analytics or any free search engine analytic tools.	Required	

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ANNEX C- ITEM NO: 2 – FUNCTIONAL REQUIREMENTS

TECHNICAL SCHEDULES A & B:

Schedule A: Purchaser's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Table 1: Technical A & B Schedule-WEBSITE DEVELOPMENT

Item	Sub-clause CP_TSSPEC _379	Description	Schedule A	Schedule B
2	6.2.8	The website design should keep Inquiry Form, Call & Contact Button, Navigation, Social Sharing Icons, and other converting “Call To Action” elements’ design, size and color in mind	Required	
	6.2.9	The website must provide links to City Power social media platforms.	Required	
	6.2.10	The website upon completion must provide online forms and blog spot for data gathering and update about services to its customers respectively.	Required	

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ANNEX C- ITEM NO: 2 – FUNCTIONAL REQUIREMENTS

TECHNICAL SCHEDULES A & B:

Schedule A: Purchaser's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Table 1: Technical A & B Schedule- WEBSITE DEVELOPMENT

Item	Sub-clause CP_TSSPEC _379	Description	Schedule A	Schedule B
2	6.2.11	The hierarchy of information should be clear.	Required	
	6.2.12	The website should also be SEO friendly to provide relevant and valuable web pages to the City Power customers and the general public on the topics they search for.	Required	
	6.2.13	The website must be easy to update CMS by relevant permitted front-end City Power personnel.	Required	
	6.2.14	Only authorized personnel should be allowed to update or post on the website	Required	

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ANNEX C- ITEM NO: 2 – FUNCTIONAL REQUIREMENTS**TECHNICAL SCHEDULES A & B:**

Schedule A: Purchaser's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Table 1: Technical A & B Schedule- WEBSITE DEVELOPMENT

Item	Sub-clause CP_TSSPEC _379	Description	Schedule A	Schedule B
2	6.2.15	The website should not accommodate pop ups.	Required	
	6.2.16	A sitemap should be included on the Website.	Required	
	6.2.17	Through the SEO the site should be able to receive high traffic from a variety of users.	Required	
	6.2.18	The website should be capable to incorporate videos on City Power news.	Required	
	6.2.19	The website must not take longer to loading. The appointed service provider will be responsible for the backend support and maintenance of the website.	Required	

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Name in block letters

Signature

Full name of company: _____

ANNEX C- ITEM NO: 2 – FUNCTIONAL REQUIREMENTS**TECHNICAL SCHEDULES A & B:**

Schedule A: Purchaser's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Table 1: Technical A & B Schedule- WEBSITE DEVELOPMENT

Item	Sub-clause CP_TSSPEC _379	Description	Schedule A	Schedule B
2	6.2.20	The appointed service provider will be responsible for the backend support and maintenance of the website.	Required	
	6.2.21	The Service Provider should ensure the website has a responsive design to ensure it changes its look based on the device it is viewed on	Required	
	6.2.22	The appointed Service Provider must install and add SSL certificate to the website to keep user information secure.	Required	
	6.2.23	The website should be available at all times.	Required	

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ANNEX C- ITEM NO: 2 – FUNCTIONAL REQUIREMENTS**TECHNICAL SCHEDULES A & B:**

Schedule A: Purchaser's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Table 1: Technical A & B Schedule – WEBSITE DEVELOPMENT

Item	Sub-clause CP_TSSPEC _379	Description	Schedule A	Schedule B
2	6.2.24	The website must have a capacity to conduct online surveys.	Required	
	6.2.25	The developers should provide enough storage space for images and videos.	Required	
	6.2.26	CAPTCHA should be present for web pages with form field such as feedback form, registration form etc.	Required	
	6.2.27	The website should allow integration points to allow information from different systems.	Required	
	6.2.28	The website code should be comprehensive and clear so any level of a skilled developer can attain it	Required	

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ITEM NO: 2- FUNCTIONAL REQUIREMENTS

Deviation Schedule

Any deviations offered to this specification shall be listed below with reasons for deviation. In addition, evidence shall be provided that the proposed deviation will at least be more cost-effective than that specified by City Power.		
	Sub Clause of CP_TSSPEC_379	Proposed deviation

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ANNEX C- ITEM NO: 3 – TECHNICAL REQUIREMENTS

TECHNICAL SCHEDULES A & B:

Schedule A: Purchaser's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Table 1: Technical A & B Schedule- WEBSITE DEVELOPMENT

Item	Sub-clause CP_TSSPEC _379	Description	Schedule A	Schedule B
3	6.3	TECHNICAL REQUIREMENTS		
	6.3.1	The appointed service provider would be required to include all the existing content in the new website	Required	
	6.3.2	The website must be compatible with the latest versions of modern-day browsers. Be able to operate on various Operating Systems like Windows, UNIX, LINUX, etc.	Required	
	6.3.3	The pages should be printer-friendly i.e. all the pages shall be displayed and printed upon demand by the user	Required	
	6.3.4	Database: MS SQL, ORACLE, and MySQL	Required	

Note: Ticks, Cross [✓, X], Astrick [*], Word [Noted] or TBA ["To Be Advice"] will not be accepted

Tender Number: _____

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ITEM NO: 3 - TECHNICAL REQUIREMENTS

Deviation Schedule

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	Sub Clause of CP_TSSPEC_379	Proposed deviation

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Full name of company: _____

ANNEX C- ITEM NO: 4 – SECURITY

TECHNICAL SCHEDULES A & B:

Schedule A: Purchaser's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Table 1: Technical A & B Schedule- WEBSITE DEVELOPMENT

Item	Sub-clause CP_TSSPEC _379	Description	Schedule A	Schedule B
4	7	SECURITY		
	7.1	Secure the web environment (prevent web server bugs)	Required	
	7.2	Validate user input (prevent XSS and injection attacks)	Required	
	7.3	Avoid third-party scripts and CSS	Required	
	7.4	Use encryption (protect data, prevent mixed content bugs)	Required	
	7.5	Use the right authentication	Required	
	7.6	Authorize requests (prevent XSRF, XSSI etc)	Required	
	7.7	Content Security Policy	Required	

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ITEM NO: 4 - SECURITY

Deviation Schedule

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	Sub Clause of CP_TSSPEC_379	Proposed deviation

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Tenderer's Authorised Signatory: _____
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Full name of company: _____

ANNEX C- ITEM NO 5- OTHER REQUIREMENTS

TECHNICAL SCHEDULES A & B:

Schedule A: Purchaser's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Table 1: Technical A & B Schedule-WEBSITE DEVELOPMENT

Item	Sub-clause CP_TSSPEC _379	Decription	Schedule A	Schedule B
5.	8.	TRAINING		
	8.1	The service provider shall provide comprehensive training and technical support	Required	
	8.2	The Service Provider must clearly outline the layout of the recommended training. The training will be on-site as part of the website development process.	Required	
	8.3	The service provider shall work closely with City Power's personnel during the development of the website to ensure practical knowledge transfer.	Required	
	9	DOCUMENTATION		
	9.1	A copy of proposed maintenance schedules shall be provided.	Required	
	9.2	Documentation services rendered shall be provided in both hard and soft copy.	Required	
	9.3	The Service provider shall and provide City Power with reports detailing performance, diagnostic test and overall functioning and availability of the system and related equipment on monthly basis.	Required	
	9.4	A comprehensive summary describing each test shall be provided on request.	Required	

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ANNEX C- ITEM NO 5- OTHER REQUIREMENTS

TECHNICAL SCHEDULES A & B:

Schedule A: Purchaser's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Table 1: Technical A & B Schedule-WEBSITE DEVELOPMENT

Item	Sub-clause CP_TSSPEC _379	Description	Schedule A	Schedule B
	10	QUALITY MANAGEMENT Quality management system shall beset up as ISO 14001:2018	Required	
	11	HEALTH AND SAFETY A health and safety plan shall be set up as ISO 14001:2018	Required	
	12	ENVIRONMENTAL MANAGEMENT An environmental management plan shall be set up as ISO 14001:2018	Required	

Note: Ticks, Cross [√, X], Astrick [*], Word [Noted] or TBA ["To Be Advice"] will not be accepted

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ITEM NO. 5 – OTHER REQUIREMENTS

Deviation Schedule

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