REQUEST FOR QUOTATION

<table>
<tr><td colspan="2" align="center">**YOU ARE HEREBY INVITED TO SUBMIT QUOTATIONS TO THE WATER RESEARCH COMMISSION.**</td></tr>
<tr><td>**RFQ NUMBER:**</td><td>**008510/17-18**</td></tr>
<tr><td></td><td></td></tr>
<tr><td>**RFQ ISSUE DATE:**</td><td>**03 NOVEMBER 2017**</td></tr>
<tr><td></td><td></td></tr>
<tr><td>**CLOSING DATE AND TIME:**</td><td>**24 NOVEMBER 2017 @ 11:00 am**</td></tr>
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<tr><td>**RFQ VALIDITY PERIOD**</td><td>**30 Days (COMMENCING FROM RFQ CLOSING DATE)**</td></tr>
<tr><td></td><td></td></tr>
<tr><td>**DESCRIPTION OF SERVICES**</td><td align="center">**REQUEST FOR QUOTATIONS FOR A PROFESSIONAL SERVICE PROVIDER TO ASSIST THE WRC WITH THE WEBSITE DEVELOPMENT**</td></tr>
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<tr><td>**SUBMISSION EMAIL ADDRESS**</td><td>**mmatsiem@wrc.org.za**</td></tr>
<tr><td></td><td></td></tr>
<tr><td>**ENQUIRIES**</td><td>**Name: The SCM Manager**
Tel: (012) 761 9300
Email: dollym@wrc.org.za</td></tr>
</table>

BIDDER NAME: …………………………………………………………..

COMPANY REGISTRATION

NUMBER:…………………………………………………..

ADDRESS:…………………………………………………..

…………………………………………………..

CONTACT PERSON:…………………………………………………..

TEL:…………………………………………………..

FAX:…………………………………………………..

E-Mail : ....

Mobile: …………………………………………………..

TOTAL RFQ PRICE R ....Inclusive of VAT

TERMS OF REFERENCE (TOR) FOR THE WEBSITE DEVELOPMENT

1. BACKGROUND

The Water Research Commission ("WRC") is listed as a Schedule 3A public entity that operates and accounts for its activities in accordance with the Public Finance Management Act (PFMA) Act No 1 of 1999 as amended.

Water Research Commission ("WRC") serves as an entity that enables research in various aspects of the water sector. One of the WRC's directives is to disseminate the knowledge gained from such research and ensure that the information is readily and freely accessible to the public.

The purpose of the WRC Website Redesign project is to change the look and feel of the website and improve on the current usability.

Current platforms in use for the website (information for migration purposes):

- SharePoint Server 2007,
- SQL Server 2008

Required platform integration:

- Dynamics 365
- Microsoft Azure

WRC will arrange for access to the necessary platforms to be granted to the successful bidder.

2. REQUIREMENT/SPECIFICATION

OUTPUTS

The WRC Website Redesign consists of the following core components:

New look and feel

- New design of a website using latest technology with focus on user experience and site performance.
- Imagery, video and graphics to encourage and promote a positive simplistic interactive user experience

Registration and login

- Provide a registration page (applicable to certain content only) where all users can input on predefined fields
- Attempted user logins should be verified against the registration database
- Provide for a simple password reset mechanism
    - Utilise email as a minimum
    - Mobile phone as an optional extra

- POPI legal compliance is a must – mask, encrypt, decrypt any user information
- Audit trails for user registration and password reset
  - Audit trail for 45 days
- Provide a mechanism to extract the user database into a worldwide accepted format e.g. CSV/Excel etc
- Integration into CRM (Dynamics 365) to allow for the user database to be used by the CRM
- Allow users the ability to log in with social media accounts e.g. Facebook, Google, LinkedIn in accounts (nice to have)

Home page

- Interactive spotlight/showcase component
- Simple mechanism to promote items (highlight significant/relevant items) Provide a way to promote or highlight certain items found within the website
  - This could be upcoming events, newly published research, articles of interest, current projects, key metrics etc.
  - This could be limited to at least 5 items to be featured

Events management

- Any user should be able to register/de-register for an event (link to user account – based on registration)
- Once the event is over and three months have passed it should no longer appear on the events list.
- Recent event additions need to appear first.
- If they have registered on the WRC website and are logged in, the email address on record must be used to send the invite to
- If the user isn't registered, they will be required to submit details such as First Name, Surname, Email address and sector. This will need to be stored. In the event of any updates to the event, the attendee will need to be notified. There can be an option to "Inform me of similar events". This would then store the minimum details in order to email events but subsequent event registration will require them to fill in the same form again
- Any event advertised will link to the relevant institution/entities registration site
- The events need to be stored in a location that will be accessed by both the website and the app
- Details of the event need to be displayed once clicked on from the list.
- Multiple images for events
-

Documents to be shared and displayed

- The website will make reference to PDF download for Calls, ToRs etc.
- The website will need to cater for the upload and retrieval of documents to be housed on the website.

Content and page Management

- The solution must allow the flexibility of adding new pages to the website structure
- The solution must allow for the content on the existing pages to be updated and maintained internally via secure admin login.
- Support varied content in the form of:
  - Knowledge base documents
  - Video
  - Images
  - Content not limited to the above

Implement reusable components

- For example, if sliders or spotlight functionality etc. is used on a certain page, the same functionality should be easily used on another page with different content on an ad hoc basis

Gallery

- This will allow the upload (via admin) of relevant imagery from previous events the Water Research Commission engagements such as roadshows/community work/conferences etc.
- Promotion of research done, events held, awards etc.
- The gallery needs to be aesthetically pleasing and have a structured way of displaying and retrieving legacy/older content
- Should be capable of displaying content that includes but is not limited to accepted image and video formats
- Size and quality specifications to ensure the image/video is not too large but still maintains quality.

Integration

- Have the ability to Integrate to current and future Dynamics 365 and pull information from the platform
  - This could be in the form of statistics figures, static or dynamic text content or documents and images etc. that would be presented on the website.

Reporting

- Usage/analytics (location based, access of pages and docs etc.)
- User database
- Automatic generation and email (or network share save) of required reports
- Capacity management
- DB size
- Availability
- Monitoring traffic, availability, alerts

- Inclusion of Google Analytics or similar functionality to view user activity on the website

Security

- Secure content, users and subscriptions
- User Access control for internal back office functions

Role based access Administrator Pages

- The administrator pages need to be user friendly with easy to understand and use functionality, with no know coding knowledge necessary.
- Structure a content layout whereby the content can be updated internally

- Event Management Page
    - Upload and maintain events calendar

- HR Page
    - Uploading of vacancies – text and docs
    - Maintain site text

- User Access Management Page
    - E.g. grant a particular membership level (or role) access to certain areas

- Audit Log Page
    - System logs for the user that is accessing and updating information via the Administrator Page

- SCM Page
    - Be able to upload RFQs, RFPs, supporting documents required, changes to process etc.

- Opportunities and research
    - Be able to upload latest adverts for research opportunities and TOR

Multi-level access

- Cater for specified content areas of the website to allow input by registered users only.

- The access level will determine content to be displayed

    - As an example of different access levels, unregistered users will have access to content and downloads. Registered users will additionally be able sign up for events or comment on the opinion piece etc.

Intranet Page

- Message board for internal users' attention
- Provide a way of updating content
- Separate URL for internal access; visible to internal only
- Via website must have a username and password prompt

Migration of content

The current website was developed using SharePoint Server 2007, with SQL Server 2008 being used to house web pages and documents to be displayed on the website.

All existing documents that would need to be referenced on the website will have to be migrated to a destination storage to be used in the proposed website.

The vendor needs to provide a comprehensive breakdown of platforms envisaged to be used and the associated costs and licencing if applicable.

- Some content from existing website is envisaged to be used as-is but repacked (roughly 50%)
- Cater for the migration of applicable existing content to the new website.
- During the scoping sessions refinement of the actual content to be moved will be further defined.
- Kindly refer to www.wrc.org.za for a view of the current website and content that may be used when structuring the demo or reference screens.

Backups

- The vendor will need to specify the content to be backed up and the frequency.
- The expectation is that the backup plan should include full and incremental backups at various points in time, depending on what is needed to restore the site should the need arise.

Blog Management

- Allow for the publishing of blog content with the ability to moderate and publish comments on the piece.
- Needs to be easily maintainable
- Allow for registered users to comment (not immediately viewable – message to say that it is being looked at)
- Allow for comments to be moderated before being posted
- Archived/past blogs need to be easily accessible
- Allow users the ability to comment using their social media accounts e.g. Facebook, google, LinkedIn in accounts (optional)
- Have the ability hide or display the blog page as required (admin functionality to turn off and on).

Additional Items:

1.   Website maintenance/optimization:

- Search engine optimisation (SEO) (include full text searching within documents)
- Provision of website usage statistics: visitor number, geographic location, visit time, etc.
- The website needs to have low latency and the speed of accessing web pages must meet or exceed minimum industry standards.
- The development of the website must conform to the latest development and security standards to protect the system from being compromised. All future upgrades to accommodate for the latest security features within the contract period must be included in the upfront cost.
- The website must be compatible with all of the latest web browsers and must be able to be viewed on mobile devices/tablets as well. All future upgrades to accommodate for the latest versions of browsers etc. within the three (3) year contract period must be included in the upfront cost.
- When opening any documents on the website they must open in a new window/tab
- All standard website pages i.e. contact us, about us, careers etc
- Secure content and users
- Links to social media
- The website should have scalable vector graphics so that the website can be viewed on any device (mobile, tablet, desktop) and across all major browsers
- Vendor should have the necessary skill set to critically analyse the WRC's content and repackage or reword said content for attractive and simplistic end user consumption.
- As part of the SLA, the vendor is to advise or action the necessary support and maintenance of the site to apply and adhere to updates that maintain the integrity and security (e.g. SSL renewal or necessary updates etc.). The vendor needs to be proactive and sufficient notice given should it require system downtime. Change management.
- All quotes must include comprehensive SLA (e.g. should include support hours, turn-around times for high impact support queries etc), escalation path, support contract for a period of three years from start of go-live and should include the continuation of the support and all associated costs for the website (assuming no architectural changes are required) for the following 3-time periods; 1, 2, 3 years.
- Scope of work must include in-depth training for 3 WRC users and the document pre-go live must include the training material and handover
- Code can be decided by the vendor (ensuring the completeness of the associated training and handover document and accompanying admin pages), however, the code will remain the property of the WRC.

2. Technical Requirements:

- The vendor is to provide as much detail with regards to the envisioned platform or solution.

- As far as possible all technical hardware and software requirements for the envisioned solution needs to be specified with the proposal. (e.g. this could include the minimum bandwidth required, minimum processing requirements, necessary OS etc.)

EXPECTED OUTPUTS AND OUTCOMES:

- The solution will be delivered within the expected timeline and adhere to specified criteria.
- Training to be provided for 3 users and comprehensive administrative and structural change guide including architecture to be handed over to the WRC on completion.
- All quotes must include a comprehensive SLA with a breakdown of turn-around times for the various severity levels and support contract period of three years.
- All quotes should give a comprehensive breakdown of all the associated costs and the various options that are available.
- All quotes should indicate the cost for an option of minimum 4 hours per month as well as an option of an hourly rate for ad hoc requests.
- The vendor be responsible for the design, with internal stakeholder consultation, as well as creation of the website and the required functionality. Hosting will be catered for by WRC.
- Facilitate the domain registration process.
- Price must include any relative SSL and automatic renewal and vendor install for 3 years
- The necessary security and due diligence is undertaken to ensure that the website is not vulnerable to attack.
- Scope and proposal should include costs associated from award to end of first contract period.
- In the event that subcontractors are used, within the context of WRC regulations, the SLA breakdowns need to include vendor as well as subcontractor SLA, severity levels and the various escalation paths.

- The WRC enforces that the code is revision managed using a source code control system. We prefer to use cloud based private repositories like GitHub and Bit bucket as examples. This is a WRC standard practice and ensures we cover the company from a risk perspective and that our environment is adequately managed and maintained. We expect our partners and/or vendors to conform to this policy.
- The technology and the platform chosen can be decided by the vendor, however, the associated IP and code will remain the property of the WRC from inception and all applicable access needs to be given to the WRC.

QUALIFICATIONS AND EXPERTISE REQUIRED:

• Proven experience in development and customisation of websites is a must have.
• All shortlisted vendors will be required to do a presentation detailing their offerings, architectures, technical skillsets etc. in support of their proposal.

NB: WRC reserves the right to accept the proposed solution in part or in full, based on functionality and budget availability. This will be discussed with vendor at time of appointment.

3. INFORMATION SESSION

There will be a Compulsory Briefing Session scheduled for the **14 November 2017 @ 10:00am**.

4. PERIOD / DURATION OF PROJECT / ASSIGNMENT

o Build and Installation is required to take place between 15th January 2018 and 1st February 2018. This would include full functionality testing in a test environment.
o The system must be ready to be migrated to the live environment by 1st April 2018. However, if timeline changes, it will be communicated with the successful bidder.

5. PREFERENTIAL PROCUREMENT POINTS ALLOCATION

The Preferential Procurement Regulations points to be allocated to this RFQ is: **80/20**

6. EVALUATION CRITERIA

The RFQ will be evaluated in accordance with the PPPFA 80/20 principle against the following Criteria.

1. order for a proposal to be eligible, the vendor must attend the mandatory briefing session that will be held. Failure to do so will automatically disqualify the submitted proposal.
2. Evaluation will consist of two components; initial proposal and shortlisted presentation. The expectation for the initial proposal is that the vendor provides adequate documentation for the 1st 4 items listed below. Prior samples, experience and references will from a key part of the shortlisting process.
3. If shortlisted, the vendor is expected to provide a demonstration of what the website would look like. A 20-30 min (maximum) presentation of the vendors solution (including mock content) will form a key, compulsory component of the quote/selection process.

Note: Functionality scoring will be on a sliding scale as per the below table:

SCORE	DESCRIPTION
1	Poor
2	Average
3	Good
4	Very Good
5	Excellent

TECHNICAL CRITERIA

No	Element	WEIGHTING
1.	**EXPERIENCE IN DEVELOPMENT AND CUSTOMISATION OF WEBSITES** (attach the company profile)	25
2	**HIGH LEVEL BREAKDOWN OF TIMELINES AND DELIVERABLES PROJECT PLAN** (Attach Detailed Project Plan)	20
3	**SAMPLES OF WEBSITES CREATED** (URL and guest login to be provided)	10
4	**CONTACTABLE REFERENCES- NOT A LIST OF REFERENCES** (Minimum 3 reference letters; ideal 5 reference letters).	15
	PRESENTATION	
	A DEMO OF THE PROPOSED SOLUTION	30

No	Element	WEIGHTING
	• Walkthrough of company's current structure and support framework, including current architecture utilised.	
	TOTAL TECHNICAL REQUIREMENTS SCORE	**100**

NB: Service providers are expected to meet a minimum threshold of 85% on above technical requirements**. Also note that for the first 4 requirements, bidders are expected to score a minimum of 60 points and minimum of 25 point on presentation.**

7. PRICING

The RFQ will be evaluated in terms of the Preferential Procurement Regulations (2011). And only pricing will be considered.

- o **Bidders to provide a VAT inclusive pricing**

#	Items/Service Description	Unit Price or P/H	Total
	Total Vat Excl		
	VAT		
	Total VAT Incl		

8. STANDARD CONDITIONS OF THE TENDER

i. **Bidders must complete SBD 4, SBD 6.1, SBD 8 and SBD 9 if their quote exceeds R30 000 ;**

ii. Bidders must also submit a **valid and original tax clearance certificate**; and a **valid B-BBEE certificate** (original or certified copy) to the WRC offices PRIOR to the closing date, if the WRC is not already in possession of these certificates;

iii. WRC Supplier application form must be completed and signed (copy attached)

iv. It is the responsibility of prospective bidders to ensure that all bid documents are submitted before the closing time and date of the tender;

v. The WRC reserves the right to award or not to award this contract;

vi. The WRC ill enter into a formal contract with two successful bidders;

vii. The WRC reserves the right to terminate the contract should the performance of the service provider be unsatisfactory;

viii. Bids received after closing time and date will be classified as **LATE** and will **NOT** be considered;

ix. Although adequate thought has been given in the drafting of this document, errors may occur which the WRC will not be responsible for;

x. Any change of information provided in the tender document that may affect delivery of the service should be brought to the WRC's attention as soon as possible. Failure to comply with this may result in the contract being terminated;

xi. Service providers presenting information intentionally incorrectly or fraudulently will be disqualified;

xii. Service providers who have been declared insolvent and wish to do business with the WRC must have been rehabilitated and provide the necessary proof thereof;

xiii. The WRC reserves the right to award, cancel or partially award this contract.

xiv. The National Treasury General Conditions of Contract will be applicable to this tender (available on the National Treasury website);

xv. Bidders must complete and attach all relevant standard bid document;

xvi. All prices quoted must be VAT inclusive;

xvii. Only those bidders, who have met the minimum functional criteria, as stipulated above, may be invited to present their proposal as required. Please note that bidders, who may be invited for presentations, may have their technical scores re-evaluated.

xviii. For those bidders who have met the minimum functional criteria, as stipulated above, the WRC has the right to visit the business premises to verify the information provided in the tender documents; please note that bidders who may have their premises inspected, may have their technical scores re-evaluated.

9. CLOSING DATE AND TIME

- The closing date for the RFQ is **24 November 2017 at 11h00**.

- Quotations should be sent to tenders@wrc.org.za to reach the WRC before 11h00 on the closing date and time.
- **Queries/enquiries** should be sent to tenders@wrc.org.za on OR before 11h00am on the 17th November 2017.

10. ENQUIRIES

- For any technical enquiries and commercial enquiries please contact: the WRC Supply Chain Unit at tenders@wrc.org.za