

DEVELOPMENT OF A CONTENT MANAGEMENT SOLUTION (CMS) FOR THE SOUTH AFRICA GOVERNMENT ONLINE AND SOUTH AFRICAN GOVERNMENT SERVICES WEBSITES

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REQUEST FOR BID GCIS 013 2012 2013

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1. PURPOSE

The purpose of this document is to specify Government Communications' (GCIS) requirements and request a proposal for the development of an integrated content management solution (CMS) for the South Africa Government Online (www.gov.za) and South Africa Government Services (www.services.gov.za) websites.

GCIS aims to have professional-looking interactive websites that, among other:

- provide easy access to government online information
- conform to the highest international standards
- are information-heavy and have complex and varying CMS workflows
- display on multiple devices
- carry multilingual content
- comply with W3C accessibility requirements
- comply with the highest security standards
- have a search function that is integrated into the overall content management solution.

2. BACKGROUND

The vision of GCIS is: "The pulse of communication excellence in government". One of the strategic objectives is to coordinate a government communication system that ensures that citizens and stakeholders are informed and have access to government programmes and policies that benefit them.

GCIS manages several websites to support its vision, mission and objectives. Two of these are SA Government Online (www.gov.za) and SA Government Services (www.services.gov.za) that provide information about the government and its activities, programmes, projects and services.

As part of the initiative to enhance these websites GCIS is currently revamping the look and feel of the websites.

3. OVERVIEW OF THE SA GOVERNMENT ONLINE AND SA GOVERNMENT SERVICES WEBSITES

GCIS invites proposals against the background of the existing Government Online and Government Services websites.

To get an understanding of the existing websites, **bidders are advised to familiarise themselves with the mentioned websites as part of preparing bid proposals!**

3.1 South Africa Government Online (www.gov.za)

3.1.1 South Africa Government Online (www.gov.za) is the official entry point to government and related online information. While some information is published on the website, the site also provides an entry point to other sources of information about government.

3.1.2 The website exists of about **2000 static pages** as well as **dynamic pages** managed by three different content management systems (CMS):

- a) *Speeches, statements, events*
- b) *Documents*
- c) *Contact information*

The custom-built CMSs are based on open source technology (Java platform).

3.1.3 The website's **target audiences** are:

- the public
- the media
- national, provincial and local government officials
- private-sector organisations and business
- the international community.

3.1.4 The broad **scope** of the website is as follows:

Information type / functionality	Static/dynamic
1. Home page (http://www.gov.za/)	Static with dynamic includes
2. New on the website (http://www.info.gov.za/new/index.html)	Include generated by CMS/static

3. Speeches and statements (http://www.info.gov.za/speeches/index.htm)	
a) Speeches, statements, advisories and transcripts	CMS
b) Some static pages on Budget and SoNA	Static
4. Documents (http://www.info.gov.za/view/DynamicAction?pageid=528)	
a) Documents and publications such as, Acts, Bills, Notices, etc	CMS
b) Constitution, information on provincial government websites, parliament website, Statistics SA etc. (Links to documents that are available on other websites)	Static
5. Government events (http://www.info.gov.za/view/DynamicAction?pageid=450)	CMS
Additional pages on events	Static
6. About government (http://www.info.gov.za/aboutgovt/index.htm)	
a) Government leaders (http://www.info.gov.za/leaders/index.htm)	Includes generated by CMS/static
b) Information on government programmes, the government system and national budget, South Africa's National Symbols and National Orders, Vacancies in national government departments (index page linking to other websites), Elections, State visits [moving to About government]	Static
c) Government contact information (http://www.info.gov.za/aboutgovt/contacts/index.html)	CMS
7. About SA (http://www.info.gov.za/aboutsa/index.htm)	Static
8. Links (http://www.info.gov.za/links/index.htm)	Static
9. Frequently Asked Questions (FAQs) (http://www.info.gov.za/faq/index.htm)	Static
10. Key issues (http://www.info.gov.za/issues/index.htm)	Static
11. Newsroom (http://www.info.gov.za/newsroom/index.html)	Static
12. Government blogs	Static
13. Feedback, sitemap, subscriptions, about the site, terms & conditions	Static

3.1.5 **Languages:** The information on the website is mainly in English. However, some information is published in more official languages, e.g.:

- National Symbols – Coat of Arms
(<http://www.info.gov.za/aboutgovt/symbols/index.htm>)
- National Orders (<http://www.info.gov.za/aboutgovt/orders/index.htm>)
- Some statements (see e.g. State of the Nation Address [<http://www.info.gov.za/speeches/son/index.html>] and some that are delivered in Afrikaans e.g.

[\[http://www.info.gov.za/speech/DynamicAction?pageid=461&sid=7083&tid=7254\]](http://www.info.gov.za/speech/DynamicAction?pageid=461&sid=7083&tid=7254) or isiZulu

[\[\(http://www.info.gov.za/speech/DynamicAction?pageid=461&sid=9522&tid=9539\)\]](http://www.info.gov.za/speech/DynamicAction?pageid=461&sid=9522&tid=9539))

- 3.1.6 **Structure and navigation:** The information on the website is grouped in main content types/categories. Each category links to pages that list relevant sub-categories. Among other navigation tools, the website uses breadcrumb trails to help users move up in the same hierarchy.

With the current revamp, the left navigation bar will either list all the sub-categories of the highest level or have a scoped search for the relevant content type/category.

The revamped design will include the use of mega drop-down navigation. The mega-navigation panels will contain clickable navigation options and will contain text and/or images.

3.1.7 **Display**

- a) With the current revamp some pages will display information drawn from a CMS that does not form part of the required CMS solution.
- b) The revamped design will cater for some pages to display information drawn from more than one category/ content type while other pages will only display one content type/category.

3.1.8 **Search**

- a) There is an overarching search (K2 Enterprise) that allows users to search over the entire website (including the content of PDF documents).
- b) Scoped searches are available for information in the database.

3.2 **South African Government Services (www.services.gov.za) website**

3.2.1 The objective of the Services website is to be a portal to other websites carrying information about government services. The website carries information as well as links to other websites.

3.2.2 The information is organised according to three main target audiences, and the information for each is grouped according to relevant topics and sub-topics.

3.2.3 One of the key navigation tools is breadcrumb trails which help users to move up in the same hierarchy.

3.2.4 The website is in the 11 official languages.

3.2.5 A search is being used to index all content on the website for overarching searches over all information on the website.

3.2.6 The website is managed by a CMS based on the same open source technology (Java platform) than that of www.gov.za.

3.3 Hosting environment

The websites are hosted on a GCIS web server in an Apache environment on a Sun Solaris platform. CMS applications are run on a JBoss platform on a FreeBSD operating system.

3.4. Database

Dynamic information is stored in one Oracle database.

4. SCOPE OF SUPPORT NEEDED BY GCIS

4.1 GCIS requires an integrated CMS solution for the South Africa Government Online (www.gov.za) and South Africa Government Services (www.services.gov.za) websites. The business objectives of the required solution are as follows:

- a) Adapted designs for the www.gov.za and www.service.gov.za websites (look and feel; not navigation). Note: GCIS will only approve the designs once we are satisfied. Therefore, several iterations might be required.
- b) An integrated content management solution for the Government Online and Government Services websites, including the migration of current information in the database.
- c) Migration of the current static content to the new CMS.
- d) A search solution that is integrated into the overall content management solution.

The deadline for implementation of the CMS and search solution is 30 September 2014 at the latest.

4.2. **After the solution has been developed** (30 September 2014), the successful service provider will have to give **ongoing support** (maintenance, support and improvement) for the CMS and solution to GCIS over a period of two years. The second year will be renewable based on performance during the first year.

For the purpose of your proposal and quote, use the following estimated hours of support when providing information as required in Sections 8.6

- a) 720 hours over a period of one year (average of 60 hours per month) after the solution has been developed (year 1).
- b) 720 hours over a period of one year for the second year (average 60 hours per month (year 2).

Please note: GCIS reserves the right to procure ongoing support for the number of hours as will be identified at the following specified times:

- after the implementation of the solution – before the start of the first year contract
- before the start of the second year contract.

4.3. Importantly, GCIS is seeking a service provider who can be a partner and provide expertise and support in strategy and development for the website, and with whom GCIS can form a close and productive team.

5. DELIVERABLES BY THE SUCCESSFUL SERVICE PROVIDER

5.1 The appointed service provider will have to provide the GCIS with the following:

5.1.1 Adapted **designs** for the www.gov.za and www.service.gov.za websites.

Note: GCIS will only approve the designs once we are satisfied. Therefore, several iterations might be required.

5.1.2 An integrated **content management solution** (CMS) for the Government Online and Government Services websites, including the migration of current information in the database.

5.1.3 Static content **migrated** to the CMS.

5.1.4 A **search** solution that is integrated into the overall content management solution.

5.2 Furthermore, the successful service provider will have to deliver the following:

5.2.1 A final **project plan** must be provided at the start of the project. The project plan must have a detailed breakdown of the projected time frames of activities and must be kept updated at all times during the project.

5.2.2 A **Project Charter** must be provided at the start of the project.

5.2.3 A functional specification/user requirements specification (URS), based on the requirements in this document and URS documents for the existing CMSs, must be drawn up with close involvement by GCIS.

5.2.4 As part of the hand-over process, the successful service provider will have to provide **documentation** of the solution. The solution must be developed and documented in such a way that the solution is maintainable for further development by any expert in the field.

- 5.2.5 As part of the hand-over process, the successful service provider will have to provide **training** to GCIS users. This includes the following:
- a) training /user manual
 - b) training to CMS content management users.

5.2.6 **Progress reports** (frequency to be negotiated between GCIS and the service provider).

5.2.7 After the solution has been developed, the successful service provider will have to give ongoing support (maintenance, support and improvement) for the CMS and search solution to GCIS over a period of two years. The second year will be renewable based on performance during the first year.

Please note: GCIS reserves the right to procure ongoing support for the number of hours as will be identified at the following specified times:

- a) after the implementation of the solution – before the start of the first year contract
- b) before the start of the second year's contract.

5.2.8 The deadline for sign-off and implementation of the CMS and search solution is 30 September 2014 at the latest.

6. COMPULSORY BRIEFING SESSION BEFORE SUBMISSION OF PROPOSALS

Companies that are interested to bid, **must** attend a compulsory briefing session on 14 March 2013

Time: 10:00-11:00

Venue: GCIS, Midtown Building, Madiba (Vermeulen) Street

7. REQUIREMENTS

7.1 Mandatory requirements

If a bidder does not **comply with each of the mandatory requirements** (including submitting substantiating information as required), the bid will be regarded as non-compliant and the bidder may be eliminated from further evaluation. Unanswered questions will be regarded as a failure to comply.

Bidders must provide full and accurate information on **all the aspects** required in Section 7.1 (7.1.1 – 7.1.4). Bidders must **substantiate** their responses in **sufficient detail** to assist GCIS to make an informed assessment.

Bidders must present information that is required by **referring to the headings and paragraph numbers below**.

Requirement	Comply	Not comply
7.1.1 The bidder confirms that the bid requirements have been fully read and understood and that the bidder's response addresses the full bid requirements.		
7.1.2 CMS development must be a core service provided by the bidder. Please provide proof.		
7.1.3 The service provider accepts that the timeline for sign-off and implementation of the CMS and search solution is 30 September 2014 at the latest.		
7.1.4 Where bidders choose to sub-contract any part of the work, GCIS will at no stage be negatively impacted by issues arising from sub-contracted partnerships.		

7.2 Overall solution requirements

The CMS solution must provide at the minimum for the functionality and features of the websites as described in Section 3 of this document.

To get an understanding of the existing websites, bidders are advised to familiarise themselves with the existing website when preparing their bid proposals!

Each of the current CMSs and static information types has its unique requirements. Please refer to Section 7, pars. 7.3.1 – 7.3.3 for these.

7.2.1 General solution requirements

General requirements for the solution are as follows:

- a) Development must be in Drupal or an equivalent system.
- b) The solution must have a well-established community and support. The potential service provider **must** be an active part of this community.
- c) The solution must allow for responsive /fluid design. The websites must adapt to various devices, such as cell phones, tablets, etc.
- d) Accessibility: The solution must accommodate blind and visually impaired users.
- e) The solution must be able to manage an information-heavy website with complex and varying workflows.
- f) The solution must comply with the highest security standards.
- g) The solution must be developed and documented in such a way that it can be maintained by any other expert in the field.
- h) The development platform must allow for the building of additional components and platforms. The development platform must be flexible to

allow future changes and new developments in the CMS and web development environment.

- i) The solution must be scalable and keep response times to the minimum. Page size must be limited to ensure that load times are acceptable. The solution should support load levels to cater for increased usage.
- j) The solution must limit the use of client-side technology to improve support for accessibility and cross platform compatibility. Display of the sites should not be dependent on these features should they not be installed or turned off.
- k) The solution must provide for indexing by external search providers, and for an integrated search function.

7.2.2 IT architecture

- a) The solution must fit into the GCIS IT infrastructure. Refer to Sections 3.3 & 3.4.
- b) Bidders are requested to propose the best **database solution** for the proposed Drupal CMS solution, indicating advantages and disadvantages, security implications. **Please provide case studies.**

Please note that GCIS prefers that the solution must integrate with the Oracle database that is currently used by GCIS. Indicate if you are able to develop the solution with an Oracle database at the back-end and how you will do it.

7.2.3 User roles

The solution must allow for overlapping functionality i.e. a user can have more than one role. The following user roles are required for the CMS solution:

Administrator

The solution must include a module that control administrative functionalities as follows:

- a) User administration
- b) Access control
- c) Category administration (adding, editing, deleting categories)
- d) Changing the layout
- e) Navigation of the website, etc.

Data capturer

The solution must include the data capturer functionalities as follows:

- a) Create content
- b) Edit content.

Approver

The solution must include the approver functionalities as follows:

- a) Create content
- b) Edit content
- c) Approve content.

7.2.4 Workflow

The following are the general workflow requirements for the proposed CMS solution:

- a) The solution must allow for different levels in the workflow, including the capturing or uploading, editing, approving, publishing, archiving and deletion of contents, etc.
- b) The workflow must be easily customised and be resilient against organisational change.
- c) A content item must only be visible on the website once it has been approved.
- d) Once published, the content item should remain visible on the website even if it is being edited. Edited content should be visible only after approval.
- e) Deletes must go through the approval process.
- f) Users must be able to view the list of content waiting for the relevant user's attention, the content status, languages, and the date the content was last modified.
- g) In all roles or stages in the workflow, it must be possible to send the information items back and forth.
- h) At each point in the editorial process, users must be able to add action or reason comments.
- i) Two capturers should not be able to work on the same content simultaneously.
- j) Deleted content must be archived rather than removed.

7.2.5 Audit trail and reports

- a) The solution must provide detailed audit trails, and reports must be generated. The solution must keep track of the 'who', 'what' and 'when' of the following:
 - i) New entries
 - ii) Updates to existing content
 - iii) Deletions
 - iv) Approvals.
- b) The solution must generate comprehensive usage statistics reports, e.g.
 - i) Page impressions
 - ii) Hits
 - iii) Visitors
 - iv) Unique visitors
 - v) Who visitors are
 - vi) Entry pages
 - vii) Exit pages
 - viii) Most popular pages
 - ix) Language
 - x) Visitors duration on pages
 - xi) Hosts
 - xii) Bandwidth
 - xiii) Robots or spider visitors
 - xiv) Operating systems
 - xv) Browsers (from where the website is accessed)
 - xvi) Search phrases
 - xvii) Keywords
 - xviii) Errors, etc.

- c) The solution must be able to generate scheduled and ad-hoc reports for specified periods.
- d) The solution must generate logical and user friendly reports.
- e) Reports must be exportable (PDF, Excel).

7.2.6 Content creation or content capturing

The following is required for the CMS solution:

- a) The solution must be easy to use when capturing, creating and maintaining content. Users must not be required to use HTML (or have any other related technical skills) when creating or editing pages.
- b) Content must be separated from presentation. The display of content generated by the CMS must be controlled by style sheets. The GCIS will provide the website logo and banner.
- c) Over and above templates for specific areas of the website, the solution must also be able to create general content templates that give users the ability to create content pages without having to setup the layout every time.
- d) A WYSIWIG editor is essential for the CMS content:
 - i) Provision must be made for content to be written or edited on the solution or copied from a Word document.
 - ii) Users must be able to create links from within the text to internal or external website pages, and add anchors within the content.
 - iii) The WYSIWIG editor must not allow the CMS user to change colours or font style, as these should be determined by style sheets.
 - iv) A spell checker must be built in the WYSIWYG module, and must work across browsers as specified in section 7.2.12.
 - v) Provision must be made for the creation of tables.
 - vi) The solution must support the uploading of different document formats, e.g. videos, images, files (PDF), etc.
 - vii) The solution must provide for the dynamic updating of pages such as the home page (push information to front page).
 - viii) The editor or approver must be able to specify the content order on pages, and where on a page information will appear.
 - ix) The user must be able to edit content without it disappearing from the live website.
 - x) The solution must be able to schedule publish date and time (start publish date and time, end publish date and time) for each content item.

7.2.7 Content management

The following is the content management requirements for the solution:

- a) The solution must be able to associate related pieces of content.
- b) Data fields for static information will be determined when the successful service provider compiles the functional requirements.

- c) Versioning must be as follows:
 - i) There must be version control of the website content and layout, without changes being overwritten (site versions; page versions)
 - ii) The solution must be able to roll back to previous versions.
- d) The website must display a listing of the most accessed pages.
- e) Capturing of metadata for all pages is required as follows:
 - i) Different types of information must have different metadata sets, also audio files, photos, etc.
 - ii) Dates must be displayed in the format DD/MM/YYYY.
 - iii) No limitation on the number or type of characters on the website.
 - iv) Some of the information, such as author date, could be created on log-in, and would not necessarily be a field when adding content.
- f) Information in the CMS should be accessible to external search engines e.g. Google.
- g) Content aggregation: The solution must be able to group together content items that are located in different areas on the website, based on their metadata value.
- h) The solution must allow the display of a user-defined number of items.
- i) Users must be allowed to specify what must be displayed on the home page or other specified pages on a specific day and time, and when the content has to be removed from the page. This information must be displayed or removed automatically from the page. If no date is stated, the content item must be displayed on approval. However, the user must also be able to manually delete, change, or move the information on these.
- j) The solution must be able to display one content item on different pages.
- k) The solution must be able to display information from different categories or information types on the same page (i.e. the solution must be able to display information belonging to one category, e.g. Speeches and statements on pages that carry information from another category, e.g. Contact details).
- l) The solution must be able to gather new content from other websites and make the content available on the website.
- m) The solution must be able to create a tag cloud based on tags identified for content.

7.2.8 Multilingual support

Multi-lingual support is required: The following are the minimum requirements:

- a) The CMS website must be in English.
- b) The public view must be displayed in different languages, including the 11 official languages of South Africa.
- c) Each page must be displayed in all 11 languages unless the information is not available in all the languages. (Services only.)
- d) The CMS should cater for special characters/diacritics in languages such as Afrikaans, Tshivenda, Sesotho sa Leboa and Setswana.

7.2.9 Multimedia

The solution must provide for the integration of multimedia:

- a) The solution must support the use of multimedia content e.g. video, audio, etc.
- b) The solution must allow for the integration of multimedia.

- c) The solution must be able to display rotating banners.
- d) The solution must support the inclusion of multiple images within the text of a content item. The user must be able to specify where in the text the images should be displayed.
- e) Provision must be made for images or photographs with or without headings, with or without captions, with or without a box with borders. Alt text must be allowed.
- f) The solution should allow the administrator to set a size limit for the images.
- g) The use of images must not impede on the usability of the website.

7.2.10 Social media, user interaction, subscriptions, and feeds

The solution must comply with the following requirements:

- a) The solution must fully support the integration of social media.
- b) The solution must support interactive elements and the options to “Share” and “Print” pages.
- c) The solution should allow for the generation of plain text e-mail newsletters e.g. listing the latest additions to the website. The solution content would include the headlines and snippets of content items, linking to full content items.
- d) The solution should allow for the creation of RSS feeds.
- e) The solution must allow for the addition of interactive features such as opinion polls, guest books, forums, and online subscriptions. The solution must also allow for ongoing moderation of comments posted to the website.
- f) The solution should allow for posting forms and collecting responses. The CMS user must be able to customise fields without technical expertise, and specify an e-mail address for the end results.
- g) The solution must provide for the capturing of information entered into forms in a database, and reporting thereof in a user-friendly format.

7.2.11 Navigation and structure

Requirements for the navigation and structure for the CMS solution are:

- a) The structure must allow for pages to be organised in a logical hierarchy, at least five levels.
- b) Links between pages must be stable when restructuring.
- c) The solution should create a site map, and automatically update whenever a new page is added. The site map should be available for public view.
- d) Text links (not images) must be used for navigation.
- e) A breadcrumb trail must be displayed on each page, except on the home page.
- f) The category or sub-category in which the user is, must be highlighted (indication of where the user is in the hierarchy)
- g) The solution should be able to make use of mega-navigation panels with links, text as well as images (similar to revamped website).

7.2.12 Design, layout, and presentation

General requirements for the design, layout, and presentation of the website include:

- a) Website design and coding extensions must conform to W3C's standards and specifications as far as possible.
- b) Layout and design must be optimised to minimise downloading time.
- c) The solution must support presentation across the most popular browsers (latest IE version; Mozilla Firefox; Safari, Chrome; Opera).
- d) The current revamped website design, layout, and styles must be retained as far as possible. Recommendations to improve the latest design, however, will be welcomed.
- e) Friendly URLs should be displayed. All URLs should be in lower case.

7.2.13 Integrated search

The following are the minimum requirements for a search solution for the website:

- a) An integrated search solution that allows for the indexing and searching of content across the content managed through the CMS, including the creation of a full-text index of content.
- b) Content that should be indexed might include PDF documents, images, and HTML.
- c) Scoped searching for specified areas of the website (scoped searches for each of the content types).
- d) Filtered searches.
- e) Search should also cater for integration with external sources.

7.3 Requirements for specific areas of the website

Each of the content types in the existing CMSs has its unique requirements. Requirements below are mostly based on the existing CMSs:

7.3.1 Speeches

The **purpose** of the CMS is to register, allocate, capture, edit, approve, view and delete speeches, statements, media advisories and events – about 8 000 a year. The current database contains about 30 000 records, and another 53 000 are not in the current CMS or database, but are searchable.

Table 1: Speech data elements table

Field name	Form type	Data Type	Mandatory	Where to display	
				List screen (CMS)	Website
Category	Drop-down list values – <ul style="list-style-type: none"> • Speech/Statement • Media advisory • Transcript • Parliamentary questions & answers • Event 	Alphanumeric	Yes	Yes	Yes
End and start date	Text area (calendar) – appears when c or f are chosen in category	Alphanumeric	Yes	No	Yes
Event category	Text area (appears when c or f are chosen in category)	Alphanumeric	Yes	No	Yes
Other	Text area	Alphanumeric	Yes	Yes	No
Description	Text area	Alphanumeric	Yes	Yes	No
Source Type	Drop-down list <ul style="list-style-type: none"> a) Ministry b) Department c) Body 	Alphanumeric	Yes	Yes	Yes
Source	Drop-down list (determined by source type)	Alphanumeric	Yes	Yes	Yes
Government Level	Drop-down list <ul style="list-style-type: none"> • National • Provincial • Local 	Alphanumeric	Yes	Yes	Yes
Portfolio	Drop-down list	Alphanumeric	No, except if speaker is marked	Yes	Yes

Field name	Form type	Data Type	Mandatory	Where to display	
				List screen (CMS)	Website
Language	Text area	Alphanumeric - English default	No	No	Only for languages other than English
Speaker	Dropdown list (depends on Portfolio)	Alphanumeric	No	No	Yes
Title	Text area	Alphanumeric	Yes	Yes	Yes
Subject	Drop-down list	Alphanumeric	Yes	Yes	Yes
Status	Text area	Alphanumeric	CMS generated	Yes	No
Priority	Drop-down list	Alphanumeric	Yes	Yes	No
Keywords	Text area	Alphanumeric	No	No	No
Comments	Text area	Alphanumeric	No	No	No
Text	Text area	Alphanumeric	Yes	Yes	Yes
Additional format	Drop-down list <ul style="list-style-type: none"> • Audio • Video 	Alphanumeric	No	Yes	Yes
Additional format retrieval	Drop-down list <ul style="list-style-type: none"> a) Link b) Upload 	Alphanumeric	No	No	No
Additional format link (url)	Text area	Alphanumeric	No	No	Yes (display linked text)
Additional format description	Text area	Alphanumeric	No	No	Yes
Additional format upload	Document Upload	Blob	No	No	Yes
Related information type	Drop-down list <ul style="list-style-type: none"> a) Statement b) Website 	Alphanumeric	No	No	No

Field name	Form type	Data Type	Mandatory	Where to display	
				List screen (CMS)	Website
Related Information Link (url)	Text area	Alphanumeric	No	No	Yes (linked text should display)
Related information description	Text area	Alphanumeric	No	No	Yes
Delivery date (speech date)	Text area	Alphanumeric	No	No	Yes
Document upload	Document Upload	Blob	No	No	Yes
Date captured	None/ system generated	Date/time	No	No	No
Start publish date	Calendar	Date/time	No	No	No
Summary	Text	Text	Yes	Yes	No

The solution must allow CMS users to add more data elements

Business rules

- All mandatory fields must be validated before the information is submitted.
- When registering a new entry, a blank form must display with the field headings provided in the data elements table shown above. (Limited elements displayed for this step)
- All speeches must be archived at the end of the year. These documents will be displayed on the website according to the year selection. The date delivered must be used to calculate the selection date.
- The content captured must be approved before it is published to the website.
- There must be a delete function on the CMS list screen allowing for deleting a speech at any given step. The delete function must display as a link for each entry. Only the approver can do a final deletion of any record. The other users can flag a record for deletion.
- The delete function must also provide a confirmation message containing the description or title of the speech before deleting a record. If a record is deleted before it was published, all information pertaining to it must also be deleted.
- If a speech has been published it can be removed from the website but the record will still remain in the database and flagged as removed.
- There must be an edit function on the CMS list screen allowing the user to edit an existing speech.
- There must be an approval button on the CMS list screen allowing the approver to publish speeches to the websites.

- The approve button must be only be displayed if an approver is logged into the CMS.
- The title will appear on the website as the official title of the speech (page title displayed on top of the browser - <title>).
- A calendar must be provided for inputting dates when required.
- The list screen headings must be marked in bold and the user must be able to sort the lists according to the headings provided.
- Depending on the step the edit or approve link will be shown.
- The approver must be able to send an item back to the relevant capturer.
- The following fields must display on every step screen on the CMS list screen:
 - Delivery date
 - Description
 - Title once it has been edited
 - Category
 - Status: (new, returned, etc.)
 - Priority
 - Text box with WYSIWYG editor.
 - Summary
 - Comments box
 - Publish date
 - Additional information for events/media advisories:
 - i) Start date
 - ii) End date
 - iii) Category.

Work flow

1. The speech/statement is registered on the CMS.
2. The speech/statement is allocated to a user by the approver.
3. The user edits the speech/statement.
4. The speech/statement is approved. The approver can make changes to the content or field values during this step.

Maintenance lists

The maintenance lists are maintained by an Administrator within GCIS.

- Languages
- Category
- Subject
- Source
- Government level
- Source Type
 - Departments
 - Ministry
 - Government bodies/institutions

- Municipality
- Provincial
 - Province
 - Department
- Local government
 - Province
 - Metro
 - District municipality
 - Local municipality
- Portfolio
- Speaker
- Keywords
- Other
 - Users
 - Password change.

Reports

Audit reports can be done: who did what when. Reports are generated on demand for a specific user, speech and/ or time period.

Newsletter

A daily newsletter of items added during the past 24 h is generated and sent out via mailing list maintained at GCIS.

Search

The user can search the CMS for published items.

7.3.2 Documents

The South African Government website publishes thousands of government documents (acts, bills, annual reports, notices, white papers, etc.) (<http://www.info.gov.za/view/DynamicAction?pageid=528>) each year. Roughly 3 000 documents are uploaded each year, of which the main source is electronic [PDF] documents, but also some hard copies which needs to be scanned and some documents which are not uploaded but just hyperlinked. The current system contains about 30 000 documents.

Uploading of PDFs

In the majority of cases only one PDF file is uploaded per title. However, when a PDF file exceeds 2 MB it is split into separate files to enable faster downloads.

The system needs to be able to upload a single pdf file of up to 100MB as well as the divided pdf files, with separate sub-title fields and PDF file sizes. In addition, the users should be able to determine the sequence of the PDF files uploaded. See screen print below illustrating current functionality.

Title Testing
 Gazette No.
 Notice No.
 Regulation Gazette
 No.
 Bill No.

File name	Section title	SEQ	Size	Edit	Delete	View	Scanner approval	Registrar Approval	Change Requests
22221_834.pdf		0				View	Document uploaded	Not Approved	Change Requests
22221_834_1.pdf	Part 1	1	1658 kb			View	Document uploaded	Not Approved	Change Requests

2 Result(s)

File*	C:\Documents and Settli	<input type="button" value="Browse..."/>
Section title	Part 2	
Section Sequence	2	
Size	1546 kb	

The system should automatically generate a html page providing users with the option to download the complete file or the divided files. See example of generated html page containing a title with multiple files.

Financial Advisory and Intermediary Services Act: Determination of qualifying criteria and qualifications for financial services providers: Amendment

(G 33052, BN 44), 26 March 2010

This document is in [PDF](#) format. You can access the [complete document](#) (2 586 kb) or to speed up opening, it has been divided as follows:

- [Part A](#) (1 325 kb)
- [Part B](#) (1 292 kb)

Fields

The following fields are captured for each title:

Field name	Required	Format	Description
Acquisition date	Yes	Date	Entered by Administrator.
Registration date	Yes	Date	Date of registration is automatically captured by system.

Title	Yes	Alphanumerical (514)	Entered by Administrator. (See business rules regarding frequently used title search.)
Registrar	Yes	----	Automatically captured by system. Administrator who handles document registration.
External link	No	Alphanumerical (1024)	May only be valued when source document type is external link. Required for document type external link. Note that links can be extremely long. Error check: link must be preceded by http:// or https://
Pages to scan	No		Entered by Administrator. Required only when source document type is document to be scanned.
Document format	Yes	Drop down	A list of acceptable document formats, to be created and maintained by GCIS. Presently the list is comprised of two values: HTML and PDF.
PDF size	Yes		Required when document format is PDF.
Document type	Yes	Drop down	Defines nature of document. List created and maintained by system. Current list: Act Bill Draft bills Notices White paper Green paper Tender Annual report Constitutional amendment Other Error: This field must be valued before the document may be approved for publish.
Document date	[Yes]	date	This date is displayed on website pages as the date document originated.

Source institution/ source of document	Yes	Drop down	List of departments, Ministries and other institutions to be created and maintained by GCIS. Multi-select; usually one institution is selected, but in some cases 10 or more may be selected.
Subject	Yes	Drop down list	A list of subjects, such as Agriculture or Tourism, to be created and maintained by GCIS. Multi select Note: At least one subject must be selected.
Gazette number	No	99999	Must be numeric. Must be 5 digits.
Regulation Gazette number	No	99999	Must be numeric. Currently this field is 4 digits, but it is expected to change to 5 digits in the near future.
Notice number	No	9999	Must be numeric. Varies from 1-4 digits. When Gazette number entered, this field is required, except for notice types warrants and other. If notice number is completed then there must be a notice type selected.
Notice type	No	Drop down	When Gazette number entered, this field is required. List created and maintained by GCIS. Values: General Notice, Board Notice, Government Notice, Proclamation, Warrant, Other
Act number	No	999	Must be numeric. May be 1, 2 or 3 digits When Act number is entered, a gazette number is required.
Repealing Act	No	Search field	Opens search box to search for Acts published within CMS either by title or act number and to then select an Act which repeals the Act currently open within CMS.
Repeal date	No	date	Date of when currently open Act is being repealed.

Bill number	No	Alphanu mberical (16)	For example B14D-2013
Tender bulletin number	No	9999	Must be numeric.
Tender bulletin Expiry date	[Yes]	Dd Month YYYY	Only valid/required for tender bulletins. Use: To move tender from Running to Expired Tenders category on web site.
Comments by date	No	Date Dd Month YYYY	1. Controls display of a link on the “documents for public comment” category 2. Appears in each place the document is listed on a website page, in this format: “comments by dd Month YYYY”
Annual report website year	Yes	Drop down list YYYY	Annual reports use the format YYYY/YYYYY. Field may only be valued when applicable.
Website date format	No		Three formats are required: dd/mm/yyyy MM/YYYY YYYY A pre-selected date such as “1 January 2005” is used for document types with only a year as indication of publication date when the webpage displays only “2005”.

The solution must allow CMS users to add more data elements

Business rules

1. All dates in format “dd Month YYYY” unless otherwise noted.
2. Only approved documents may display on the site. Start and end publish dates are not used.
3. Approval/rejection of system user work. Date of work completion and all rejection and approval dates must be automatically generated by the system.
4. Roles.
 - a. Scanners may only handle Step Two in Workflow.
 - b. Users may handle any work done by Scanners.
 - c. Users may handle Step four in Workflow.
 - d. Administrators may handle any work done by Users.
 - e. Administrators should have ability to change any non-system generated field.
 - f. Administrators may populate drop-down lists.
 - g. Only Administrators may handle user registration.
 - h. Only Administrators may approve.
 - i. Only Administrators may delete documents. A deleted document is permanently removed from the system.
5. Document “deletion”. Deletion of documents is rare. When it is deemed necessary to remove a document from the website
 - a. it will remain visible in content management, clearly marked as “removed”

- b. the administrator “deleting” it will be captured
- c. it will no longer be listed on any website page.
6. Scanning and processing of PDF documents, as in the assignment of PDF fields, will remain external to the system.
7. As some titles occur frequently, the system enables the user to capture these frequently occurring titles. In the registration process the user can select the frequently used titles list (which is divided alphabetically) and by clicking on a title it is automatically inserted into the title field in the registration process. In addition, the user should be able search for a frequently used title.
8. According to the source institution selected, a subject list should become available for selection by the user.
9. The system should allow for the upload of languages other than English.

Workflow

1. Registration of new document and base details assigned by administrator
2. Upload of document into repository by a scanner
3. Approval/rejection of document by administrator
4. Addition of complete document details by user
5. Review and approval/rejection of document details by administrator. Upon approval, the document will be automatically published to the website.

In the case of rejection in steps 3 or 5, the document returns to the previous processing step and remains in the loop until approval is achieved. The document will never appear on the website without step 5 approval.

Tracking/Statistics

At any time GCIS Administrators must be able to check on the progress made in adding individual documents.

Statistics reports by time period are required.

Search

The user should be available to search the CMS for published and unpublished documents.

Related documents

Some documents will refer to another document. The system should offer the functionality which would enable the user to link one or more documents.

7.3.3 Services

The website contains 509 pages of which 52 are in English only (about 374 services). The rest of the pages are available in all 11 official languages. The CMS allows the information to be published in English (default language) whereafter content in other languages are added.

Workflow

1. Capture content
 2. Edit content
 3. Approve content. The approver can make changes to the content at this step.
 4. Archive content
 5. Delete content
- The system makes provision for government departments to be part of the workflow, with extra editing and approval steps. That is currently disabled.

Maintenance lists

An administrator within GCIS updates the maintenance lists:

- Directories (uploaded documents and images)
- Departments
- Contact groups
- Province/Town
- Templates
- Users

Reports

Audit reports should be provided (who did what when; trail for a specific service)

Current fields for content

- Title
- Department
- Contact group
- Language
- Status
- Content
- Related links

Much of the information under the field “content” follows a pattern with subheadings which could also be treated as fields, but which would make migration more difficult.

Current fields for pages

- Name
- Index page (yes/no)
- Levels to display
- Position
- Content title
- Template
- Published
- Start publish date
- Language
- Language title

- Abstract

The solution must allow CMS users to add more data elements

Templates are used for different pages (homepage, services page, index page) and for different types of content (service, home page, pages such as "About us").

Search

The user can search for content, using the workflow step as one of the criteria. Pages are displayed in a sitemap format.

7.4 Experience

The bidder must have substantial experience in developing a similar solution as that required by GCIS:

- 7.4.1 The bidder must have experience to develop the solution in a **similar environment** than that of GCIS (see sections 3.3 & 3.4).
- 7.4.2 The bidder must have substantial experience on **similar CMS development projects**, including developing a system that complies with the requirements as stated in Section 7.2 and 7.3, i.e.:
- a) information-heavy website with complex and varying workflows
 - b) responsive design
 - c) accessibility
 - d) building additional components
 - e) user roles
 - f) workflow
 - g) reports
 - h) content creation/capturing
 - i) content management
 - j) multilingual support
 - k) multimedia
 - l) social media, user interaction, subscriptions & feeds
 - m) navigation & structure
 - n) design, layout & presentation
 - o) specific areas of the website.
- 7.4.3 The bidder **must** be an **active** part of the solution's established development community (see section 7.2.1a & b).
- 7.4.4 The bidder must have substantial experience on projects where a **search solution was integrated** with the CMS solution (see Section 7.2.13).
- 7.4.5 The bidder must have experience to compile system **documentation** as required (see Section 5.2.2 – 5.2.4).

- 7.4.6 The bidder must have experience in giving **training** to CMS users (see Section 5.2.5).
- 7.4.7 The bidder must have experience in providing **CMS support services** similar to what is required (see Sections 5.2.7 & 7.7).

7.5 Skills

The bidder must have resources with the relevant skills and expertise to provide the solution and deliverables as specified in Section 5 and Section 7.2 – 7.4 and 7.6 – 7.7.

7.6 Project approach and methodology, contract management for the delivery of the CMS solution, search solution, training and documentation

- 7.6.1 To ensure that the objectives of the project are met and that timelines are adhered to, it will be expected from the bidder to manage the project according to a sound project management methodology and principles from the project initiation phase up to final implementation and sign-off.
- 7.6.2 Communication during the project is of the utmost importance. The bidder must follow a communication plan which indicates how communication will be done.
- 7.6.3 The bidder must do quality assurance throughout the project and must have control processes in place to ensure that deliverables of excellent quality are delivered.

7.7 Ongoing support and maintenance for two years

After the solution has been developed, the successful service provider will have to give ongoing support (maintenance, support and improvement) for the CMS and search solution to GCIS over a period of two years. The second year will be renewable based on performance during the first year.

For the purpose of your proposal and quote, use the following estimated hours of support when providing information as required in Sections 8.5 and 8.7:

- 720 hours over a period of one year (average of 60 hours per month) after the solution has been developed.
- 720 hours over a period of one year for the second year (average 60 hours per month).

Please note: GCIS reserves the right to procure ongoing support for the number of hours as will be identified at the following specified times:

- after the implementation of the solution by 30 September 2014 (before the start of the first year contract)
- before the start of the second year contract.

Solution support required includes:

- a) Maintaining and developing the design, layout, and styles.
- b) Performing all necessary maintenance to ensure optimal performance.
- c) Ensuring adequate security systems to protect the integrity of the website, working within existing GCIS security systems.
- d) Customising CMS modules when required.
- e) Assessing and recommending enhancements to the CMS.
- f) Updating the CMS with new features as they become available and stable within the relevant community.
- g) Developing and implementing new features.
- h) Ensuring that existing GCIS standards for the CMS are maintained in all developments.
- i) Quality assurance of any changes made to the CMS.
- j) Regularly assessing the website's performance.
- k) Providing monthly performance reports to the GCIS.
- l) Training on new CMS developments to GCIS staff.
- m) Documenting all CMS developments and changes.

Please note: Ongoing support required does not include the daily updating of the websites!

8. INFORMATION REQUIRED FROM BIDDERS

Notes:

Bidders must provide full and accurate information on all the aspects required in paragraphs 8.1 – 8.7.

Bidders must substantiate their responses including full details on how their proposal will address GCIS requirements.

All information that is required must be presented by referring to the headings and paragraph numbers of this document.

Submit all relevant information in sufficient detail in order to assist GCIS to make an informed assessment.

8.1 Mandatory requirements

8.1.1 Indicate compliance to requirements stated in Section 7 (7.1.1 – 7.1.4).

8.1.2 Substantiate your reply at Section 7.1.2.

8.2 Solution

8.2.1 Bidders must provide **detailed substantiation** on how the solution will cater for each of the requirements stated in Section 7.2 and 7.3. Also provide case studies as required in Section 7.2.2b (Database).

8.2.2 Where relevant, please expand further on the solution's functionality in a separate section of your proposal.

8.3 Experience

The service provider must have **proven** experience and skills to provide the required deliverables.

8.3.1 Provide **detailed** information on your company's relevant **experience** to provide the solution and deliverables as specified Sections 7.2 and 7.3 and in Section 5. Please include information that covers the total scope of this bid, including:

- a) Design (Section 5.1.1)
- b) CMS solution (Section 7.2 & 7.3)
- c) Migration of static information to CMS (Section 5.1.3)
- d) Search solution (Section 7.2.13)
- e) Documentation (5.2.2 – 5.2.4 & 7.4.5)
- f) Training (5.2.5 & 7.4.6)
- g) Ongoing support (5.2.7 & 7.7 & 7.4.7)

Provide sufficient **detailed case studies/examples of similar work done** in the last three years, covering all areas specified above. Provide at least the following information for each case study:

- a) Short name of the project
- b) Date when the project was undertaken
- c) Name of client
- d) Contact details of client
- e) Give detail of the work undertaken:
 - i) Elaborate on the scope and activities.
 - ii) Indicate what the technical requirements were and the skills that were used.
 - iii) Where relevant, provide URLs.

8.3.2 Provide information on your active participation in the solution's established community (see section 7.2.1a & b).

8.4 Skills

Provide information on each of the team members' **relevant skills and expertise** to provide support as specified (e.g. synopsis of CVs demonstrating relevant work experience and expertise). Describe the role that each team member will play (responsibilities of each member). Give enough **detail** to demonstrate that the team members have the necessary skills to support GCIS.

8.5 Project approach and methodology, contract management for the delivery of the CMS solution, search solution, training and documentation

8.5.1 Give a proposal on how you will manage the project to develop a CMS and search solution for the South Africa Government Online (www.gov.za) and South Africa Government Services (www.services.gov.za) websites.

Provide the following information:

- a) Proposed project approach and methodology
- b) Project plan with a detailed breakdown of time frames (duration of tasks in work days) and costs, keeping in mind the expected deliverables – see Section 5.
- c) Proposal on how communication will be done and how you will give feedback to GCIS on the progress and outcomes of the project.
- d) Proposal on how you will implement quality assurance and control processes throughout the project to ensure that a solution of good quality is delivered, the objectives of the project are met and timelines are adhered to.

8.5.2 Give a proposal on how you will approach:

- a) training to GCIS staff (see Section 5.2.5)
- b) development of documentation (see Sections 5.2.2 – 5.2.4).

8.6 Ongoing support and maintenance information to be provided by the bidder

Provide information on processes that you will implement or steps that you will take that will contribute to the process of managing the ongoing support to GCIS and ensuring quality of service delivery during the 720 hours in the first year and 720 hours in the second year (ongoing maintenance, support and improvement of the solution). See Section 7.7.

8.7 Price

8.7.1 Provide pricing for:

- a) Total cost for the adapted design and for the development of a content management system (CMS) for the South Africa Government Online and South Africa Government Services websites (Section 7.2.1 – 7.2.12 and 7.3).
- b) Total cost for the integration of a search solution with the CMS (Section 7.2.13).

You must also break down the cost for each of the major milestones (as part of your project plan).

c) Provide the cost for 24 months ongoing maintenance and support (section 7.7):

- i) Provide the total cost.
- ii) Provide the hourly fixed rate.

8.7.2 All prices must be inclusive of VAT.

8.7.3 All prices must be quoted as a **Rand value (ZAR)** and are not subject to exchange rate fluctuations.

8.7.4 The proposed cost must be competitive and reasonable, bearing in mind that this is a public service delivered by tax money.

8.7.5 Please use the following pricing schedule to present pricing information:

Item	Total price (incl VAT)
a) Fixed price for the development of the solution (as required in Sections 5.1, 5.2, 5.1.3, 7.2 and 7.3).	
• Fixed price for design and the once-off development of the CMS solution	
• Fixed price for the migration of the static information	
• Fixed price for the integration of the search solution	
Total fixed price for development of the solution	
b) Fixed price for maintenance & support over the 24 month period (Section 7.7)	
• Total fixed price for 720 hours support & maintenance for the first 12 month period.	
• Total fixed price for 720 hours support & maintenance for the second 12 month period	
Total fixed price for maintenance & support over the 24 month period	
TOTAL FOR a AND b	

***Please note: The first year’s support period will only start after the implementation of the solution by 30 September 2014.**

9. EVALUATION PROCESS

Bids will be evaluated by an evaluation panel that will use the functionality criteria as well as preference points system as stipulated in the Preferential Procurement Policy Framework Act (Act 5 of 2000) and Regulation (August 2001).

GCIS will only evaluate bids that comply with the requirements and are submitted on the specified time.

The evaluation of bids will be done as follows:

9.1 GCIS will evaluate the **functionality** of each bid according to the following functional criteria:

Note: For the convenience of bidders, numbering below has been aligned with that of section 8):

Description	Weight	Value	Points
8.2 Solution	25		
<p>The solution caters for requirements as stated in Sections 7.2 and 7.3, i.e.:</p> <ul style="list-style-type: none"> • general requirements • IT architecture • user roles • workflow • reports • content creation/capturing • content management • multilingual support • multimedia • social media, user interaction, subscriptions & feeds • navigation & structure • design, layout & presentation • specific areas of the website <p>The solution will cater for an integrated search according to the stated requirements in 7.2.13.</p>			
8.3 Experience	25		
<p>8.3.1 The bidder has substantial experience on similar CMS development projects, including:</p> <ol style="list-style-type: none"> a) Website design b) Development of CMS solutions, including: <ul style="list-style-type: none"> • CMS design for information-heavy websites and complex, varying workflows • responsive design • accessibility • building additional components • user roles • workflow • reports • content creation/capturing • content management • multilingual support 			

<ul style="list-style-type: none"> • multimedia • social media, user interaction, subscriptions & feeds • navigation & structure • design, layout & presentation <p>c) Projects where a search solution was integrated with the CMS solution (see Section 7.2.13).</p> <p>d) Compiling system documentation (Sections 5.2.2 – 5.2.4)</p> <p>e) Giving training to CMS users (Section 5.2.5 &)</p> <p>f) Providing continuous CMS support services similar to what GCIS requires (Section 7.7).</p> <p>8.3.2 The bidder's active participation in the solution's established community (section 7.2.1a & b).</p>			
8.4 Skills	25		
The proposed team has excellent skills to develop the CMS and search solution, train GCIS resources, compile system and other documentation and provide ongoing support to GCIS (as required in Section 7.2 – 7.7)			
8.5 Project approach and methodology, contract management for the delivery of the CMS solution, search solution, training and documentation	15		
<p>8.5.1 Management of project</p> <p>a) and b) Proposal for project approach & methodology; project plan</p> <p>c) Proposal for communication approach & feedback</p> <p>d) Proposal on quality assurance and control processes</p> <p>8.5.2 Proposal for:</p> <p>a) Training</p> <p>b) Development of documentation</p>			
8.6 Ongoing support and maintenance for one year	10		
Proposal for the continuous management of the project for a period of two years.			
TOTAL	100		

Values: 1 = poor; 2 = average; 3 = acceptable; 4 = very good; 5 = excellent

The percentage for functionality will be calculated as follows:

$$\frac{A}{B} \times 100$$

Where:

A = total score for the bidder

B = maximum score, i.e. 500

- 9.2 Bidders that score 70% or more for functionality will be invited to give oral presentations to the evaluation panel (at no cost to GCIS). This provides the opportunity for bidders to clarify or elaborate the initial proposal. This is a fact finding and explanation session only and does not include negotiation. GCIS shall schedule the time and location of these presentations. GCIS will again evaluate these bidders on functionality according to the same criteria that were used in the previous round. The evaluation panel will base its evaluation on the information provided by bidders in the initial bid documents and the information provided in their presentations.

Note: GCIS will give successful bidders 2 days' notice on the date and time of the oral presentations.

- 9.3. Bidders that score 70% or more for functionality during the presentation phase will be further evaluated in terms of price and the 90/10 preference points system, where 90% will be for price and 10% for BBEE status level of contribution.

Bidders that wish to claim points in terms of preferential procurement must complete the SBD 6.1 form.

The breakdown of points for this phase will be as follows:

Area of evaluation	Points
1. Price	90
2. BBEE Level of Contribution	10
TOTAL	100

10. DOCUMENTS THAT MUST ACCOMPANY THE BID PROPOSAL

The proposal must be accompanied by the following documents:

- 10.1 A valid SARS tax certificate or a letter from SARS indicating that they are in the process of reviewing the tax affairs of the company. Proposal submitted without this information will not be considered!
- 10.2 A draft support/service level agreement that may be entered into between GCIS and the successful company for ongoing support.

11. START OF PROJECT AND TIME-FRAMES

- 11.1 GCIS will negotiate the time that the project will start with the successful service provider. However, GCIS expects that the project will start as soon as possible after GCIS has issued an official order.
- 11.2 The successful service provider will have to attend a project initiation meeting with the GCIS when the project starts.
- 11.3 The timeline for sign-off and implementation of the CMS and search solution is 30 September 2014 at the latest.

12. CONTRACTUAL OBLIGATIONS

The successful company's bid documents and proposal (including information as requested in par. 8 and all the official RFQ documents that the bidder has to complete) as well as commitments made during the presentation (refer to section 9.2) will form a binding contract between the company and GCIS (subject to amendments negotiated between GCIS and the service provider). Please note the bid documents include the document: Government Procurement: General Conditions of Contract (GCC).

After the CMS has been developed, the successful service provider may have to enter into a service level agreement (SLA) with GCIS for the ongoing maintenance, support, and improvement of the CMS solution. The SLA supplements the GCC.

The service provider will take full responsibility for managing the delivery of all requirements as per the service level agreement and negotiated terms.

GCIS reserves the right to terminate the contract if the agreed and negotiated terms are not adhered to.

13. GENERAL REQUIREMENTS

- 13.1 GCIS will not be liable for any expenses incurred by bidders in preparing and submitting their quotations.
- 13.2 The potential service provider may use qualified subcontractors for the service that has to be provided:
 - 13.2.1 Not more than 25% of the work may be sub-contracted.
 - 13.2.2 Where bidders choose to sub-contract any part of the work, GCIS may at no stage be negatively impacted by issues arising from outsourced partnerships. GCIS will need written confirmation of this commitment.
 - 13.2.3 The appointed service provider, however, remains the sole responsible agent.
- 13.3 GCIS may request clarification or additional information regarding any aspect of the bids that were submitted. Companies must respond to requests by

GCIS for additional information within three working days after the request has been made. Failure to comply may invalidate the potential service provider.

- 13.4 This request for quotation and all information in connection therewith shall be held in strict confidence by bidders and usage of such information shall be limited to the preparation of the quotation.

14. SUBMISSION OF BIDS

- 14.1 Potential service providers are welcome to call the GCIS to get clarity on the current infrastructure or CMS implementation.
- 14.2 Deadline for submission of bids: Prospective service providers must submit their bids (information required and all relevant documents and forms attached to this bid) to GCIS by **no later than 11:00 on 3 April 2013**.
- 14.3 Complete all the attached forms in full.
- 14.4 **Bids must include a valid tax clearance certificate or a letter from SARS indicating that they are in the process of reviewing the company's tax affairs! Proposals submitted without this information will not be considered!**
- 14.5 Deposit bids in a sealed envelope in the "Tender Box" at the reception at GCIS headquarters, Midtown Building, c/o Madiba Street (former Vermeulen Street) and Sisulu (former Prinsloo) streets, Pretoria. Mark it for the attention of Ms Estelle Greeff.

15. DISCLAIMER

- 15.1 GCIS reserves the right to not award the bid should a suitable bidder not be identified.
- 15.2 GCIS reserves the right to award the bid in part.
- 15.3 GCIS reserves the right to award the required services to multiple service providers.

16. ENQUIRIES

For information on **bidding procedures and procurement related issues**, please contact:

- Mr George Storey
Tel: 012 324 2464
Email: george@gcis.gov.za

- Mr Mendrick Mlondobozi
Tel: 012 314 2218

For information about the **functional specifications**, please contact:

- Ms Estelle Greeff
Tel: 012 314 2138
Email: estelleg@gcis.gov.za

- Ms Sanita Groenewald
Tel: 012 314 2166
Email: sanita@gcis.gov.za

- Dr Hilda Korsten
Tel: 012 314 2140
Email: hilda@gcis.gov.za

Tyrone Seale
ADCO: Communication & Content management

Date