



TelOne Centre For Learning New Website & Scope Document

Table of Contents

REPORT SUMMARY3

VISION3

SCOPE OF OBJECTIVES3

SOLUTION CONCEPT7

EVALUATION CRITERIA7

CLOSING DATE11

REPORT SUMMARY

The purpose of this document is to highlight on the vision and scope of requirements and deliverables for the new TelOne Centre For Learning website project.

VISION

In developing a new website the company thrives to rebrand the face of TCFL in line with its new corporate strategies such as

1. Increased revenue streams through online presence and online commercial advertising
2. Improved payment collections through online payments
3. Building customer value by enhancing the customer experience through features such as self-service and online queries
4. Online Student Applications and registrations

SCOPE OF OBJECTIVES

The new website project should culminate in the following system deliverables

1. Website Concept Design

Enhancement of TelOne's online and website design concepts. The contractor should provide and justify design theme recommendations. Bidders should provide site structure and content layout in their proposals.

2. Architecture for website and any portals that might be available

The bidder should recommend and justify website architecture. Bidders should provide a design of the proposed wireframe d site structure and navigation.

3. Install, Customize & Configure Core applications and plugins

The winning bidder should have the skills to install and configure the website on recommended operating systems.

4. Content Management System

The bidders should provide robust and secure content management system. The CMS should be friendly, easy and expandable. The CMS should be easy to manage. Bidders should specify the CMS to be used and features available in the CMS.

5. E-Commerce platform

Facilitate an e-commerce portal for selling products and for bill payments. The portal should also facilitate for customer account enquiry

6. Products and service showcase portal

A portal for showcasing Telone products and services in an engaging way that enhances user experiences

7. Social Media Design Plan and Strategy

Bidders should indicate their proposed social media strategy and plan. The website should be integrated to Facebook, Twitter, WhatsApp among other social media services. The website should support collaboration and drive traffic from social engines.

8. Promotions, Campaigns

Bidders should indicate tools to be used to promote the website. The website should be able to handle marketing campaigns.

9. Backup

The website should have automatic backup management system.

10. Traffic

Bidders should indicate how TelOne's traffic will grow and how the website will drive this traffic.

11. Search Engine Optimization

The bidders should specify strategies, plans and tools to be used for search engine optimization.

12. Website Analytics

Bidders should indicate website analytics and how the tools will be integrated into the site.

13. Ease of accessibility

Site navigation should allow for easy accessibility of content without breaking design. The site should conform to best practice standards.

14. Telone Corporate Image

The site look and feel should closely adhere to Telone corporate colors and brand image

15. Responsiveness

The website should be responsive and adjust presentation to fit any device

16. Online Directory

The website should have an embedded online directory with inbuilt search engine flexibility. The directory should allow search by name, city, GPS, and Telephone number. The directory should have capacity to store more than 500 000 records.

17. Integration

The website should be easy to interoperate with existing portals like SharePoint, Shopping carts, Bill Enquiry etc.

18. Support

The website should simplify customer support through integration with trouble ticketing systems, CRM systems and inbuilt online chat and support features.

19. Audit Trail

The website should have an audit trail of all changes

20. Security

The site should implement solid security mechanisms to shield from hacking attacks. Bidders should specify and indicate how they will secure the website from all attacks and intrusions.

21. Hardware

Bidders should specify the hardware requirements, operating system requirements, and web server system requirements. TelOne will provide the hardware and operating systems for the website. The website should also be able to be hosted on shared website hosting platforms.

22. Training

Bidders should provide training to TelOne employees. Consequently, all training to be provided and associated costs should be indicated in the proposal.

23. Learning Portal

Platform should allow lecturers to upload learning material for students to access. Other learning processes can also be implemented using this portal but adoption of these this will be further to research on processes on the ground.

The website should also enable the following:

- Give students easy access to TCFL application forms.
- Increase stakeholder convenience.
- Give students information on different courses offered by the institution.
- Enable TCFL admin to access and manage relevant information from the applicants.
- Enable TCFL admin to access and manage information on the operations of the website.
- Reduced time and effort in content publishing and updating

- Enhanced web experience for website visitors

24. E-learning

The website should facilitate e-learning capabilities including video, online driven education and self-assessment tests, posting of assignments and online marking, educational content distribution, email integration

SOLUTION CONCEPT

In addition to the above identified functional objectives the solutions provider should deliver a high security solution of modest and modern motif which also meets the following non functional objectives

1. Mobile device support
2. Intuitive site navigation
3. Adaptability
4. Scalability
5. Maintainability
6. Performance and efficiency on resources
7. Reliability

EVALUATION CRITERIA

Evaluation of the Tenders shall be carried out in three stages, namely **Preliminary, Technical and Financial**. All bids shall be assessed on all the three stages.

Clarification of Tenders

To assist in the examination, evaluation and comparison of tenders, TelOne may with SPB approval, at its discretion, ask the tenderer for a clarification of

its tender. The request for clarification and the response shall be in writing and no change in the price or substance of the tender shall be sought, offered or permitted.

Preliminary Evaluation

Preliminary evaluation- the preliminary evaluation shall consider bidders' compliance with the tender requirements submitting the following mandatory requirements;

- (a) Certificate of Incorporation
- (b) Valid Current tax Clearance Certificate) from Zimbabwe Revenue Authority
- (c)CR14
- (d) Price Validity period which is 60 days (bidders must state clearly).

Technical Evaluation

The technical evaluation shall consider bidders' compliance with the technical specifications of the tender. The technical specifications of the project are broken down into technical components.

A comparison of the technical offer of the bids shall be carried out against each of the components in terms of compliance/non-compliance. **Table 5: Detailed Technical evaluation**, below shows the components against which bids shall be evaluated for compliance. Only bids that score at least 75% shall qualify for financial Evaluation.

TABLE 5: TECHNICAL EVALUATION FOR WEBSITE

Item	Item Description	% Score
	General	
1.	<i>Experience and Capacity of the bidder (proof to be included)</i>	2

2.	Website Warranty, a minimum of 6 months	2
3.	Delivery period	2
4.	Comprehensive technical solution explaining how website will be achieved, including data sheets and clearly explaining and distinguishing the features that ARE included and the features that CAN be provided in the proposal	5
	Technical Features	
5	Website Concept Design	5
6	Architecture for website and any portals that might be available	3
7	Content Management	2
8	E-Commerce capabilities	2
9	Products and service showcase portal	2
10	Social Media Design Plan and Strategy	2
11	Marketing campaigns and promotions tools/plugins	3
12	Backup features	2
13	Search engine optimization	3
14	Website analytics	2
15	Responsiveness	2
16	Online directory	2
17	Integration	2
18	Learning Material	6
19	e-learning	8
	TOTAL SCORE	

N.B. Bidders in their tender submissions must score at least 75% of all the attributes above to qualify for Financial Evaluation.

6.4 Financial Evaluation

- 6.5.1 The financial evaluation shall consist of a comparison of the corrected bid prices. TelOne's evaluation of a bid will take into account that all articles have been quoted in the manner and to the extent indicated in the Tender Specifications.
- 6.5.2 Bids shall be corrected for arithmetic errors. Where total price is incorrect, the price shall be corrected by multiplying the unit price and the quantity. Where amount in figures is different to amount in words, amount in words shall be considered. Bidders with arithmetic errors must put a statement that they would accept the correction of the price both in the negative or positive. Failure to provide the statement and availability of arithmetic error would disqualify the bid on the grounds of ambiguity.
- 6.5.3 If there is a discrepancy between words and figures, the amount in words shall prevail.

6.6 Award Criteria

The tender shall be awarded to the lowest bid to specifications.

The Table below shows each bidder's evaluated price and technical score. The bids shall be ranked to determine the winning bidder for award of tender.

Table 1: Award Criteria

DESCRIPTION		Bid1	Bid2	Bid3
TECHNICAL EVALUATION				
SCORE				
FINANCIAL EVALUATION				
Evaluated Tender Price (USD)				
RANK OF TENDERER				

7. Closing date of tender

The closing time and date for this tender shall be **1500 hours on Wednesday 20TH day Of December 2017.**

Any queries regarding this tender should be made to:

The Secretary Purchasing Committee, Tel-One, P.O. Box CY331, Causeway, Harare, Zimbabwe.

E-mail: cladios.chenga@telone.co.zw or procument@telone.co.zw