OFFICE OF THE PRESIDENT

Department of Information Communication Technology

CIRCULAR NO. 1 OF 2018

15ᵗʰ June, 2018

TO:

Attorney General	**Chairman Electoral Commission**
Secretary General	**Chairman, Public Service Appeal Board**
Secretaries of State	**Chief Secretary Public Service**
Commissioner of Police	**Principal Secretaries**
Chairman Constitutional	**Clerk of the National Assembly**
Appointments Authority	**Master/Registrar, Supreme Court**
Ombudsman	**Chief Executive Officers**
Auditor General	

DEVELOPMENT OF WEBSITES FOR SUPPORTING THE IMPLEMENTATION OF THE PROVISIONS OF THE ACCESS TO INFORMATION ACT, 2018

The purpose of this circular is to remind all Ministries, Departments and Agencies (MDAs) that it is mandatory to have a website for the purpose of facilitating the sharing of information as required for the implementation of the provisions in the Access to Information Act 2018.

All MDAs that either do not have a website or that their websites are outdated (i.e. not maintained), are advised to contact the Department of Information Communication Technology (DICT) to be provided with assistance and guidance for the implementation or upgrading of their websites.

It is to be noted that in order to ensure that your website is compliant with the provisions of the Access to Information Act 2018, it is important that all information to be published proactively, as per the Circular 7 2018 of the Department of Public Administration (DPA), is classified and made available, preferably in an editable electronic format (e.g. MS Word file format).

The attached **appendix 1** contains the Terms of Reference (TOR) recommended for use in the development of a website with the basic features that can be made operational in a reasonable time.

All queries or requests for additional information pertaining to the above mentioned subject matter are to be addressed to the Principal Secretary, Department of Information Communication Technology. The contact e-mail address is psoffice@ict.gov.sc or telephone No. **4 286609** at **Caravelle House**.

Benjamin R. Choppy (Mr)
PRINCIPAL SECRETARY

Terms of Reference

Website Design, Development and Maintenance for
DEPARTMENT/AGENCY NAME

1.0 BACKGROUND

Department/Agency Background

One of the *Department/Agency* targets is to continuously sensitize the general public regarding its mandate, services, functions, and related regulations and policies.

To achieve this target, the *Department/Agency* is seeking the services of a company or entity to design, develop and maintain its website. The website will amongst other things, be an interactive platform which provides information and can also be used as a tool for daily communication to the general public.

2.0 OBJECTIVES
Department/Agency's objective is to have:

- An effective, responsive, fast, reliable and up to date website

- A user friendly website, whereby users are able to navigate easily/quickly to find information they are looking for and information should be coherent and relevant

- A virtual platform which will provide information about all there is to know about *Department/Agency*

The objectives of the Website are to:

- Remain consistently fast, reliable, responsive and up-to-date

- Have interactive fields or features that provides:
  - Reflects latest events or information (users must have the options of subscribing to be informed of the latest news and updates)
  - Must provide easy/quick links to future *Department/Agency* Facebook Page, twitter, the Government Portal, the E-service Gateway and relevant Stakeholders' websites.
- Provide search engine features

- Provide a FAQ section that addresses the most frequently asked questions

- Users must be able to download easily accessible documents

3.0 USER GROUPS/AUDIENCES

The intended users of the website include, but are not limited to the following;

- General Public
- **Department/Agency** Staff and Board and Committees

4.0 SCOPE OF WORK

The hired s e r v i c e company a n d e n t i t y is required to create;

- A website design to the satisfaction of **Department/Agency** and thereafter implement and test this website within a designated timeline.
- The website must meet the following criteria:
  - Interactive, appealing, highly secured, usable and responsive web design. Web Designs are very subjective. It is thus expected that the service company or entity show-cases the best elements for use by both external and internal users
  - Reasonable average site load and downloading time
  - Language options (English main website language. If possible the options of French & Creole) through Translation link
  - Search engine friendly website
  - Render appropriately on a wide variety of different browsers
  - Adhere to security best practices, for example: passwords should not be stored in plain-text, all forms of data should be validated, all user input should be sanctioned and virus-free;
  - Consists of attractive site and page layout,
  - Can be easily used, updated and maintain,
  - Flexible navigation and search functions;
  - Counting function for web pages visited (optional)
  - Monitoring features (monitoring of user interactions and activities) which provides reports regarding use of the website
  - The website must be able to provide the following features:
    - Information about the **department/agency** (vision, mission, core values, organization structure, contact details, strategic goals and objectives, vacancies, etc…)
    - **Department/agency** services
    - Newsrooms (press releases, articles, newsletter, upcoming events, etc…)
    - Download (legislation documents (Act, SI), forms, leaflets, guide, etc…

- The website must be able to provide features for customer satisfaction surveys or other data collection surveys
- Latest site news/ 'trending now' content blocks; The web solution will provide content/screen areas containing:
  - Calendar of events
  - Latest news/Site news
  - Trending topics
- The service company or entity should be able to enter into a contract to implement any maintenance required on request by the *Department/Agency* in a timely manner
- The Company or entity must be able to deliver through creation of the website the objectives stated at 2.0 in this TOR
- The service company or entity must be able to use and make recommendations for modern and safe software, hardware, and other back-end applications related to Web development.
- Make recommendations for backup/archive/restore plan.
- Gather informative contents for the Web presence (text, documents, pictures, key speeches, etc.) from the *Department/Agency*
- Archiving service
- Maintenance service

5.0 DURATION/TIMEFRAME

- Draft of Website – **2 Weeks**
- Final Website – **1 week** after agreeing on the draft
- Hosting and Testing – **1 Week** after delivery of final website
- Maintenance- Recurrent (To be agreed)

6.0 QUALIFICATIONS/SELECTION CRITERIA

The Service Company or entity must;

- Be a registered entity:
- Have proven sound knowledge and experience in providing the required service
- Possess sound knowledge in providing website security

7.0 PROPOSAL STRUCTURE FOR TENDER DOCUMENT

Quotations should be structured as follows and provide complete details as indicated:

1. Company or entity's profile; key staff to be involved in website and their relevant experience etc.); license (if any)

2. State understanding of the scope of work;

3. Proposed methodology / approach and detailed timeline with deliverables;

4. Proposed technology (with justification); please highlight the pros and cons of the technology proposed;

5. Detailed cost break-down (website design, testing, service and maintenance);

6. Sample(s) of similar work-done (please list and provide links to active web address);

Note: Once a contract has been signed, within **10 working days**, a mock-up of the proposed website should be presented jointly to the *Department/Agency* Website Project Management Team and DICT**.**

8.0   SUPERVISION   & CONTACT

Supervision of this project is being done by a nominated Project Manager and the Project Administrator, assisted by a Project Management Team. Their contacts are provided below.

Project Manager	Project Administrator
Name:	Name:
Tel:	Tel:
Email:	Email:

9.0 HOW TO APPLY

Interested applicants are requested to submit documents to …………………… (Project Manager) and ………………… (Project Administrator) or by hard copy to *Department/Agency* in a sealed envelope labelled:

Website Design, Development and Maintenance
Department/Agency Full Address

All quotations and support information must be submitted no later than **{date}**