

**CHE Website Tender Specifications**

**Background: CHE Website**

**About the CHE**

The South African Council on Higher Education (CHE) is an independent statutory body established by the Higher Education Act (Act No. 101 of 1997, as amended). As the Quality Council for Higher Education in terms of the National Qualifications Framework Act (Act No 67 of 2008, as amended) it advises the Minister of Higher Education, Science and Innovation on all higher education matters and is responsible for quality assurance and promotion through the Higher Education Quality Committee (HEQC).

**Overview of the Website**

The CHE is a national legislated body which plays a critical role within the higher education sector. The work of the CHE culminates in publications ranging from frameworks, guidelines, national standards, polices and research publications to list a few. These documents and information are made available to various stakeholders through the CHE website. Our stakeholders range from government institutions, public universities, private higher education institutions, research institutions and the public. Therefore, accessing and retrieving information from our website is particularly important, this will require a good and comprehensive search functionality. We also use the website to keep the sector informed about new developments, news, and events. The website must be quite easy to navigate from an end-user perspective. Our website is the first point of contact with our organisation and the professional look and feel is important to maintain confidence and trust in the sector. The look and feel will be guided by the CHE’s Corporate Identity (CI) Manual which will be made available.

**Scope of work**

The purpose of this RFQ is to obtain quotations from suitably qualified and experienced suppliers to:

* Upgrade and maintain the CHE website and Web security features
* Design and develop on a framework that provides full-featured web applications
* Create a Responsive and Adaptive (Dynamic) Website that can be accessed by all types of devices including Notebooks, Personal Computers, Tablets and Smart Phones
* The CMS must provide a secure layer both on the application as well as the servers upon which it is stored and provide protection against all known attacks and penetration vulnerabilities
* Websites must be SEO (Search Engine Optimisation) compliant and have Google Analytics including Google AdWords on the Websites and to include Meta information on all web Pages Created
* Provide a Web Environment based on CMS (Content Management System) and administrator login panel for CHE personnel to access and effect changes before publishing to a live environment
* Migrate from current service provider to new service provider (if necessary)
* The website must consist of administrators to manage changes into the website
* All administrators are managed by a single main administrator at CHE Corporate office
* Make the websites responsive and adapt to smartphones
* Provide a preview button prior to uploading material on the websites.

**Administrator Functionalities:**

* Ability for the designated administrators to create, edit, delete pages.
* Ability to organise page hierarchies in a user-friendly manner.
* Ability to save any changes made to a page and PREVIEW the page prior to publishing. Only on publishing will the page go live. A page will also require an UNPUBLISHING functionality to remove it from the live site until a later stage once a CHE administrator requires the page to go live.
* System to force administrators to update relevant passwords every 42 days as per CHE’s Policy. All passwords created must show password strength and have a minimum combination of alphabetical characters, numbers, and special characters.
* Ability for dynamic image uploading facility in body content areas.

**Main Administrator:**

* To avoid duplication, the main administrator will have the ability to upload specific items onto the control panel, without the authorization or editing abilities of sub-administrators. These are:
* Press articles
* Code of Ethics
* Disclaimer
* Social Media Links
* CHE Insights and Links

**Prohibited Exclusions: (SECURITY VULNERABILITIES EXIST WITH OPEN-SOURCE SOLUTIONS)**

* NO third-party frameworks may be utilised. This includes any 3rd-party open-source content management systems such as WordPress, Drupal, Joomla or Duda.
* No open-source PHP web application framework may be used for rapid development such as CodeIgniter, Laravel, Ruby on Rails, Symfony, Yii Framework, CakePHP, FuelPHP, Koa etc.

**Permitted:**

* Coding to be completed using PHP 7.2 min.
* Database development to be completed using MySQL min. version 5.5.6.
* Third-party CSS and JS scripts may be utilized for various components in terms of design such as for sliders.
* A third-party HTML template may be utilized for the use of the new design.
* Wysiwyg editors may be utilized and must be specified in the quotation. Preference towards Fraolo or Redactor Wysiwyg Editors.
* Google Analytics and Google reCAPTCHA.

**Key Performance Indicators**

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| --- | --- | --- | --- | --- | --- | --- |
| **Service Name** | **Description** | **Frequency** | **Mean time to respond** | **Mean time to Resolve** | **Minimum service level** | **Measurement** |
| Full Website Code Maintenance | Maintenance of website code and ensuring the accessibility of all links, layouts, website file structures and information on the Website. | Per request | 4 hours | Defined by timeframes given to the service provider. | * Accessibility of all links and the functionality, layout, and information on the website. * Maintenance of website file structures and information on the Website. * Ad hoc development when required by the CHE. | * Response time within 4 hours of incident. * Resolution of support call logged within desired timeframe * Confirmation and report on the changes made. * Monthly Report of Website security and accessibility |
| Availability | Ensuring the availability of the website. | Ono going | 4 hours | Defined by timeframes given to the service provider. | * Availability of CHE Website on a 24/7 basis. * CHE Website encryption is active. | * Response time within 4 hours of request. * Resolution of support call logged within defined timeframe by CHE. |
| Updating of Patches and Maintenance of Web Application Firewall | Updating patches support to and maintaining the web application Firewall to keep the website secure and functioning optimally. | Per request | 4 hours | Defined by timeframes given to the service provider. | * Deploying of Patches * Maintenance of Web Application Firewall. | * Response time within 4 hours of request. * Resolution of support call logged within defined timeframe by CHE. * Confirmation and demonstration of resolved support request. |

**EVALUATION SCORE SHEET**

| **Company Name:** |  | | | |
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| **Bid description** | **PROVISION OF UPGRADING AND DEVELOPMENT OF THE CHE WEBSITE** | | | |
| **Bid Number:** | **CHE/CS/09/03/2020** | | | |
| ***NB****: The provider must at least score a minimum threshold of 70 points allocated for functionality, to qualify for further evaluation on Price and B-BBEE* | | | | |
| **FUNCTIONALITY** | | **Weight** | **Evaluation Score** | **Comment** |
| **1.1 Proposal Methodology**   * + The Bidder must indicate how they will meet essential and desirable requirements of the bid (CMS or methodology)   + Project management and documentation   + Maintenance and Development requests   + Request Resolution Timeframes   + Reporting on Security an Access   + Setup Administrator Access for CHE ICT | | **25** |  |  |
| **1.2 The bidder’s experience on development and maintenance of custom-built systems.** | | **26** |  |  |
| * The bidder must have proven expertise and experience (minimum 5 years) in developing and maintaining a responsive website, web applications and customised built system. | | 8 |  |  |
| * The bidder must provide a minimum of five (5) assignments undertaken on Website development, maintenance handled /completed during the last 5 years including those in current use with the names of the clients, contact details and Uniform Resource Locator) URL’s. | | 6 |  |  |
| * The bidder must provide a brief portfolio of systems indicated above. | | 12 |  |  |
| **1.3 Capacity to perform task**  **The bidder must provide 3 CVs indicating the experience and qualifications of the personnel proposed to provide the service.** | | **40** |  |  |
| * CVs of project team will be analysed for years of experience on the web based online system development and maintenance expertise, data migration, project management and experience in the proposed methodology; | | 20 |  |  |
| * The Bidder must provide certified copies of qualifications i.e. relevant Degree, Diploma and Certificates in IT. Experience using Linux, Structured Query Language (SQL), Apache, MySQL, PHP, HTML, CSS is required. | | 20 |  |  |
| **1.4 The Bidder must provide a maximum of three (3) Written and Contactable References**   * **References must not be more than 1 (One) year old.** | | **9**  9 |  |  |
| **Total Points for Functionality** | | **100** |  |  |

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| **Comments:** |
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| **Name** | **Vuyokazi Matsam** |
| **Signature** |  |
| **Date** | **23 March 2021** |

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| **Scoring Criteria** | | | | | | | |
| **Criterion** | | **Range 1** | **Range 2** | **Range 3** | **Range 4** | **Range 5** | **Range 6** |
|  | | **Excellent** | **Good** | **Fair** | **Marginal** | **Inadequate** | **No Response** |
| **25- 21** | **20 -16** | **15 - 11** | **10 - 6** | **5 - 1** | **0** |
| 1.1 | **Service Providers experience on Development and Maintenance of custom-built systems.** | | | | | | |
|  | **8** (5 Years and above relevant experience) | **6** (4 years relevant experience) | **4** (3 Years relevant experience) | **2** (2 Years relevant experience) | **1** (6 months to 1 year’s relevant experience) | **0** (0 Month to 5 Months relevant experience) |
|  | **6** (3 System) | **4** (2 Systems) | **2** (1 Systems) | **0** (No Systems) |  |  |
|  | **Excellent** | **Good** | **Fair** | **Poor** | **No Response** |  |
|  | **12** | **9** | **6** | **3** | **0** |  |
| 1.2 | **Capacity to perform task**  **Provide 3 CVs indicating the experience and qualifications of the personnel proposed to provide the service** | | | | | | |
|  | **18** (6 years and above relevant experience = 6 points per CV) | **12** (5 – 4 years relevant experience = 4 points per CV) | **6** (3 – 2 years levant experience = 2 points per CV) | **0** (1 - 0 years relevant experience = 0 points per CV) |  |  |
|  | **18** (Each relevant Degree = 6 points) | **12** (Each relevant Diploma = 4 points each | **6** (Each relevant Certificate = 2 points each |  |  |  |
|  | **4** (3 and above systems) | **2** (2 and less systems) |  |  |  |  |
| 1.3 | **Contactable References**  **Provider to provide maximum of three (3) written and Contactable References** | | | | | | |
| **9 (3 Positive References)** | | **6 (2 Positive References)** | **3 (1 Positive References)** |  |  |  |
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