



All communications should be addressed to
"THE DIRECTOR- GENERAL"
 P.O. Box CY342,
 Causeway,
 Harare
 Zimbabwe

17th February 2023

ATT: Sales

REQUEST FOR QUOTATION – (RFQ 26/2023)

Zimbabwe National Statistics Agency would like to procure services for Website Development and Hosting

Required Services	Cost USD (VAT inclusive)	Remarks
Website Hosting (Dedicated)		<i>Indicate the cost for One year</i>
Website Development		
Ongoing Maintenance		
Website Managed Services (<i>Managed services can include blogwriting, post-launch testing, and content maintenance. It may also include marketing and advertising services, ongoing content creation, social media marketing, and more</i>)		
SLA cost		
GRAND TOTAL (USD)		

NB: Kindly quote in the above shown format.

An Order/Contract will be placed with the bidder who offers the lowest price quotation

If interested, you are requested to submit a comprehensive quotation for services **only**.

Mandatory Requirements;

- a) PRAZ Registration Certificate
- b) Quote validity (30 days)
- c) Certificate of Incorporation in the country of domicile
- d) Valid Tax registration Certificate
- e) Proof of Track record (Referral letters of similar project in question)

Failure to provide the above will result in automatic disqualification of your quotation

You are kindly requested to compile a financial proposal in accordance to the information captured in table above and indicate the following: -

- i. Payment terms
- ii. Currency used is USD payable at the prevailing interbank rate on the date of payment
- iii. Your quote validity
- v. All costs that make up the total acquisition costs should be indicated separately as hidden costs will not be considered.
- v. Name of the contact person to address issues raised by ZIMSTAT.

Quotations should be on company letterheads.

Your proposal must be e-mailed to e-tenderbox@zimstat.co.zw ONLY on or before the closing date and time, Wednesday 21st of February 2023 @1000hrs

Technical Evaluation Criteria:

Any decision to award shall take into account the following factors regarding the bidder;

- Key Personnel;
- The Service Level
- Project Approach,
- Methodology
- Implementation , Training And Support;
- Training And Skills Transfer
- Guarantee And Support
- Audit Trails, Archiving And Automated Backups

Proposals will be awarded scores out of the maximum number of points indicated below for each of the

Following criteria:

No.	Specifications	Maximum points	Points awarded
1	Key personnel -at least one technical staff with relevant training <i>(Attach certified copies of CVs and relevant certificates)</i> Certificate [1 mark] Diploma [2 marks] Higher National Diploma [3 marks] Degree and above [5 marks] NB: The qualifications should be in line with Information Communication Technology. Any other qualification will not be considered.	5	
2	PROJECT APPROACH, METHODOLOGY , IMPLEMENTATION , TRAINING AND SUPPORT		
	Upgrade methodology options proposed and adequately explained Website Solution Package (Design, Installation and Implementation) [10 marks] Accessibility [10 marks] Webmaster Services [10 marks]	50	

	<p>Site Management Software and Training [10 mark] Website Content [10 mark]</p> <p><i>The methodology should adequately cover all the areas of the proposed work plan in responding to the terms of reference provided</i></p>		
3	TRAINING AND SKILLS TRANSFER		
	<p>Training/transfer of knowledge</p> <p>Site Management Software and Training</p> <p>a. Allow editing from a browser through a portal or c-Panel link associated with the site [5 marks]</p> <p>b. Control website authorizing and publishing permissions [5 marks]</p>	20	
	<p>c. All software, modules, graphics and content should be correctly licensed to the Organization [5 marks]</p> <p>d. Training of Organization's webmaster will be conducted during and after completion of the site, and will subsequently continue online via email or phone. [5 marks]</p> <p><i>Comprehensive user training program proposed should clear provide schedule on training with timelines</i></p>		
4	GUARANTEE AND SUPPORT		
	<p>a) Post implementation support for at least 12 months [3 marks] b) Written guarantee for data protection [3 marks] c) Procedure/checklist [3 marks] d) Draft SLA provided with related cost [1 marks]</p>	10	
5	Audit Trails, Archiving and automated backups		
	<ul style="list-style-type: none"> • Audit Trails, and Archiving [5 marks] • Automated backups [5 marks] • Database Restore [5 marks] 	15	
TOTAL		100	

The minimum technical qualifying score required to pass the technical evaluation is 70 points. Any bidder who fails to meet the required technical pass mark will be automatically disqualified and they will not proceed to financial evaluation.

Financial Criteria:

Financial scores will be determined by awarding **100 points to the lowest priced proposal** and giving all other proposals a score which is proportionate to this.

Total scores will be determined using a weighting of 70% for technical proposals and a weighting of 30% for financial proposals.” The total of both weightings must total 100%

TERMS OF REFERENCE

1. WEB SITE DEVELOPMENT:

Main activities will include:

- 1.1. Secure the existing site during the transition to the new platform; preservation of all current website content and functionality
- 1.2. Incrementally migrate the web site to a standard CMS (e.g. Wordpress, Drupal or Joomla) and implement new features that add value.
- 1.3. Use simple, cost-effective techniques to test designs with representative users before implementation of major features such as restructuring the main navigation menu.
- 1.4. Optimize the site for low bandwidth users.
- 1.5. Implement a basic "blog" function with integrated Twitter and Facebook posting
- 1.6. Browser compatibility. The site must be compatible with the current versions of the following browsers (Firefox, Internet Explorer, Safari, and Chrome), as well as Internet Explorer version 6 onwards.
- 1.7 Add a conference registration module that can be managed via the user.
- 1.8 Add a comprehensive search functionality to the web site

Additional tasks would include: upgrade the text editor control used in the web site backend to the latest version (CKEditor) and move it out of the "iframes" to stop multiple downloads of the control; improve search options on the web site and databases; and others.

2. WEB SITE HOSTING:

- 2.1 The web site currently requires xxxx GB, but this will increase significantly over the coming years.
- 2.2 The web site should be moved to a new server.
- 2.3 The server should support the technologies used which currently includes PHP, MySQL.

3. WEB SITE MAINTENANCE:

- 3.1 Web site content updates: the contracted web development company will assist with content update when the changes that have to be made are not possible from the CMS user interface.
- 3.2 The contracted web development company will maintain full backup of the web site through the duration of the contract. The backup, code and source files will be delivered in full to client on closing of the contract.
- 3.3 The contracted web development company will have an automated testing system that checks for broken hyperlinks on the site.
- 3.4 The contracted web development company will follow the terms of the standard SLA provided in the proposal.
- 3.5 The contracted web development company will verify regularly that the site is up and running, and will revert to the back up whenever necessary.
- 3.6 The contracted web development company will give guidance on using the admin interface of the CMS.
- 3.7 Monitor the server logs to see most popular pages and downloads and generate regular reports.

4. WEB SITE MAINTENANCE POLICY:

4.1 Maintenance does not include web site redesign or development.

4.2 Documents and graphics, such as logos and images, will be provided by ZIMSTAT.

4.3 This contract offers a service level agreement (SLA) with guaranteed server uptime and response time to queries. The company should have an automated issue management ticket system for customer requests and allow clients to access tickets via the web at any time, including the correspondence log.

4.4 The SLA will include financial penalty clauses should the company break the terms of the agreement.

5. SEARCH ENGINE OPTIMIZATION AND SITE ANALYSIS

5.1 The contracted web development company will ensure the search engine optimization. The SEO work will include:

- Keyword research & analysis
- Site analysis
- Competitive analysis
- Site content optimization
- HTML code optimization
- Search Engine submission (free search engines)
- Link exchange
- Web ranking report

5.2 The contracted company will provide an annual and detailed reports analyzing progress, trends and areas to be improved. The reports should also include comprehensive and cumulative figures for downloads; as well as a competitor analysis