



MINISTRY OF PUBLIC UTILITIES (MPU)

Head Office

1 Alexandra Street,

St. Clair

628-9500 Extensions 2133 and 2140

REQUEST FOR PROPOSALS

**Upgrade of MPU's Website and Development of GEI's
Website with Web Hosting Services and Content
Management Solution.**

10 August, 2017

RFP No. 1

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Section 1. Letter of Invitation

RFP No.1

10th August , 2017

Dear Developer/Service Provider,

1. The Ministry of Public Utilities (MPU) is charged with the responsibility of providing strategic leadership and governance to the public utilities sector while facilitating the delivery of affordable, quality public utilities through its implementing Agencies. This is facilitated by a committed, resourceful team of professionals working in close collaboration with all stakeholders. It is the primary responsibility of the Communications Unit to develop and implement the Ministry's communications strategy in support of Government's plans, programmes and initiatives.
2. MPU wishes to engage a qualified and experienced Developer/Service Provider to analyze, design and develop a robust and secure communications platform with web hosting and content management services for the upgrading of the Ministry's current website and to develop a separate web presence for the Government Electrical Inspectorate (GEI) division. The Developer/Service Provider is invited to submit, in separate, sealed envelopes, a Technical Proposal and a Financial Proposal. In this regard, interested Developers/Service Providers are hereby invited to collect a package containing preliminary information at the **Ministry of Public Utilities' Head Office (# 1 Alexandra Street, St. Clair)**.
3. The Proposals will be evaluated in accordance with the procedures described in this Request for Proposals (RFP), on the basis of the criteria outlined in the Data Sheet.
4. The Developer/Service Provider will be selected under a Quality and Cost Based Selection Method (QCBS) in keeping with the requirements described in this Request for Proposals (RFP).

Yours sincerely,

Ms. Rukmin Mowassie
Administrative Officer V
General Administration Unit

Section 2. Information to Developers/Service Providers

1. Introduction

- 1.1 The Ministry of Public Utilities hereinafter referred to as “the Client”, will award a contract to the Developer/Service Provider (herein after referred to interchangeably as “the Developer/Service Provider” or “the Firm”) based on an evaluation of the Proposals submitted by the Developer/Service Provider in accordance with the method of selection described in this Request for Proposals (RFP).
- 1.2 The Developer/Service Provider is invited to submit, in separate, sealed envelopes, a Technical Proposal and a Financial Proposal, for the services required for the assignment named in the Data Sheet. The Proposals will form the basis for contract negotiations and ultimately for a signed contract.
- 1.3 The Developer/Service Provider must familiarize himself with the Client’s requirements and take them into account in preparing his/her Proposal. To this end, the Developer/Service Provider is encouraged to submit all questions or clarification request up to three (3) working days prior to submission deadline to the email address in the Data Sheet.
- 1.4 The Client will provide the inputs specified in the Terms of Reference.
- 1.5 Please note that (i) the costs of preparing the proposal and of negotiating the contract, including any visits to the Client, are not reimbursable; and (ii) the Client is not bound to accept any of the proposals submitted.
- 1.6 The Developer/Service Provider is required to provide professional, objective and impartial advice, and at all times hold the Client’s interest paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or his own interests.

2. Clarification and Amendment of RFP Documents

- 2.1 The Developer/Service Provider may request a clarification of any of the RFP documents up to three (3) working days prior to the proposal submission date. Any request for clarification must be sent in writing by electronic mail, to the Client’s address as indicated in the Data Sheet. The Client will respond by electronic mail and /or electronic mail to such

requests, and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all invited Developer/Service Provider who have indicated an intention to submit proposals.

- 2.2 At any time before the submission of proposals, the Client may, for any reason, whether at its own initiative, or in response to a clarification requested by an interested Developer/Service Provider, amend the RFP. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail and/or or electronic mail to all interested Developers/Service Providers and will be binding on them. The Client may, at its discretion, extend the deadline for the submission of proposals.

3. Preparation of Proposal

Technical Proposal

- 3.1 The Developer/Service Provider is requested to submit a proposal (para. 1.2) written in the English language.
- 3.2 In preparing the Technical Proposal, Developers/Service Providers are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in the rejection of a proposal.
- 3.3 The Technical Proposal shall provide the following information, using the attached Standard Forms (Section 3):
- (i) A brief description of the firm's organization and an outline of recent experience and portfolio on assignments of a similar nature (Section 3B and 3C). For each assignment, the outline should indicate, *inter alia*, the profiles of the staff proposed, duration of the assignment, contract amount, and the firm's involvement.
 - (ii) Any comments or suggestions on the Terms of Reference and on the data, a list of services, and facilities to be provided by the Client (Section 3D).
 - (iii) A description of the methodology and work plan for performing the assignment (Section 3E).
 - (iv) The list of the proposed staff team, by specialty, the tasks that would be assigned to each staff team member, and their timing (Section 3F).

- (v) CVs recently signed by the proposed professional staff and the authorized representative submitting the proposal (Section 3G). Key information should include number of years working for the firm/entity and degree of responsibility held in various assignments during the last ten (10) years.
- (vi) Details of time (Section 3H) and activity schedule (Section 3I)
- (vii) Any other information, in descriptive format, which would indicate the Developer/Service Provider's understanding of the project and his methodology for approaching the tasks to be undertaken.

3.4 The Technical Proposal shall not include any financial information.

Financial Proposal

3.5 In preparing the Financial Proposal, Developers/Service Providers are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms (4A to 4D). If appropriate, the costs should be broken down by activity.

3.6 Developers/Service Providers should express the price of their services in Trinidad and Tobago dollars.

3.7 Value Added Tax should be shown on a separate line, after the sub total.

3.8 The Data Sheet indicates how long the proposals must remain valid after the submission date. During this period, the Consultant is expected to keep available the professional staff proposed for the assignment. The Client will make its best effort to complete negotiations within this period. If the client wishes to extend the validity period of the proposals, the Consultants who do not agree have the right not to extend the validity of their proposals.

4. Submission, Receipt, and Opening of Proposals

4.1 The original proposal, i.e. the Technical Proposal and the Financial Proposal, shall be prepared in indelible ink. It shall contain no interlineation or overwriting, except as necessary to correct errors made by the Developer/Service Provider. Any such corrections must be initialed by the person who signs the proposals.

4.2 The Developer/Service Provider shall prepare one (1) original

and five (5) copies of each Proposal. Each Proposal shall be marked "ORIGINAL" or "COPY" as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original governs.

- 4.3 The original and all copies of the Proposal shall be placed in a sealed envelope, clearly marked "UPGRADE OF MPU'S WEBSITE AND DEVELOPMENT OF GEI'S WEBSITE WITH WEB HOSTING SERVICES AND CONTENT MANAGEMENT SOLUTION". The envelope shall bear the submission address and other information indicated in the Data Sheet.
- 4.4 The original and all copies of the Technical Proposal shall be placed in a sealed envelope, clearly marked "TECHNICAL PROPOSAL". The original and all copies of the Financial Proposal shall be placed in a sealed envelope clearly marked "FINANCIAL PROPOSAL", and warning: "DO NOT OPEN WITH THE TECHNICAL PROPOSAL". Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Data Sheet, and be clearly marked, "DO NOT OPEN BEFORE **FRIDAY 25TH AUGUST, 2017; 2:00 PM.**
- 4.5 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Data Sheet. No proposal will be accepted after the closing time for submission of Proposals.
- 4.6 After the deadline for submission of Proposals, the Technical Proposal shall be opened promptly by the MPU's representatives. The Financial Proposal shall remain sealed and deposited with the **Administrative Officer V, General Administration** until the Technical Evaluation Proposal has been completed.

5. Evaluation Data Sheet

The Developers/ Service Providers would be evaluated based upon the details provided in the Evaluation Criteria.

Information to Developers/Service Providers

DATA SHEET

- 1.1 The name of the Client is: **Ministry of Public Utilities**
- 1.2 The name of the assignment is: **Upgrade of MPU's Website and Development of GEI's Website with Web Hosting Services and Content Management Solution.**
- 1.3 The name, address, and contact information for the Client's officials are:
- Procurement Unit
Ministry of Public Utilities
One Alexandra Place
#1 Alexandra Street,
ST. CLAIR
628 – 9500 Ext. 2133 and 2140
- 2.1 Clarifications may be requested up to **three (3) working days** prior to the submission date via an email to tender@mpu.gov.tt .
- 2.2 Developers/Service Providers must submit an original and five (5) additional copies of each proposal.
- 2.3 The proposal submission address is:
Ministry of Public Utilities
One Alexandra Place
#1 Alexandra Street,
ST. CLAIR
Attn: Tender Committee
- Information on the outer envelope should also include:
Upgrade of MPU's Website and Development of GEI's Website with Web Hosting Services and Content Management Solution.
- 3.1 Proposals must be submitted no later than the following date and time:
Friday 25th August, 2017 at 2:00p.m.
- 3.2 The proposals shall remain valid for **sixty (60) days** after the date of submission.

Section 3. Sample Forms – Technical Proposal

- 3A. Proposal submission form
- 3B. Developer/Service Provider's references
- 3C. Work Experience/ Portfolio
- 3D. Comments and suggestions of Developers/Service Providers on the Terms of Reference and on data, services, and facilities to be provided by the Client
- 3E. Description of the methodology and Work Plan for performing the assignment
(In the form of a Gantt Chart)
- 3F. Team composition and task assignments
- 3G. Format of curriculum vitae (CV) for proposed professional staff
- 3H. Summary of Cost
- 3I. Breakdown of price per activity

Note: The Developers/Service Providers must fill in the appropriate information in the enclosed forms, and submit these forms with the Proposal. In addition, the Developer/Service Provider may include any other form(s), which in his/ her opinion will assist in presenting, clearly and concisely, pertinent information relevant to the Work Plan and time schedule.

3A. TECHNICAL PROPOSAL SUBMISSION FORM

Address of the Developer/ Service Proiver
(Date)

To: Ministry of Public Utilities
1 Alexandra Street,
St. Clair

Attn: Tender Committee

We, the undersigned, offer to provide design and developing services for the Upgrade of MPU's Website and Development of GEI's Website with Web Hosting Services and Content Management Solution in accordance with your Request for Proposal dated ****Month**Day,**Year**.

Our Proposal for the sum of [*Amount in words and figures*]. This amount is inclusive of 12.5% Value Added Tax, which we have calculated as [*Amount(s) in words and figures*].

Our Proposal shall be binding upon us up to expiration of the validity period of the Proposal, i.e., [*Date*].

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Address:

3B. DEVELOPER/SERVICE PROVIDER'S REFERENCES

Relevant Services Carried Out in the Last Five Years That Best Illustrate Qualifications

Using the format below, provide information on each assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Professional Staff Provided by Your Firm/Entity(profiles):
Name of Client:		Nº of Staff:
Address:		Nº of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in TT\$):
Name of Associated Developers/Service Providers, If Any:		Nº of Months of Professional Staff Provided by Associated Developers/Service Providers:
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

Firm's Name: _____

3C. WORK EXPERIENCE / PORTFOLIO

3D. COMMENTS AND SUGGESTIONS OF DEVELOPERS/SERVICE PROVIDERS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES, AND FACILITIES TO BE PROVIDED BY THE CLIENT

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the data, services, and facilities to be provided by the Client:

- 1.
- 2.
- 3.
- 4.
- 5.

**3E. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE
ASSIGNMENT**

3F. TEAM COMPOSITION AND TASK ASSIGNMENTS

1. Technical/Managerial Staff		
Name	Position	Task

2. Support Staff		
Name	Position	Task

3G. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position: _____

Name of Firm: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____

Years with Firm/Entity: _____ Nationality: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.]

Education:

[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained; use about one quarter of a page.]

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.]

Languages:

[For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.]

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

_____ Date: _____
[Signature of staff member and authorized representative of the firm] Day/Month/Year

Full name of staff member: _____

Full name of authorized representative: _____

3H. TIME SCHEDULE FOR PROFESSIONAL PERSONNEL

Weeks (in the Form of a Bar Chart)													
Reports Due/Activities	1	2	3	4	5	6	7	8	9	10	11	12	Number of Weeks
													Subtotal (1)
													Subtotal (2)
													Subtotal (3)
													Subtotal (4)

Full-time: _____
 Reports Due: _____
 Activities Duration: _____

Part-time: _____

 Signature: _____
 (Authorized representative)

 Full Name: _____

 Title: _____

 Address: _____

3I. ACTIVITY (WORK) SCHEDULE

A. Field Investigation and Study Items

	<i>[1st, 2nd, etc. are weeks from the start of assignment.]</i>												
	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	
Activity (Work)													

B. Completion and Submission of Reports

Reports	Date
1. Inception Report	
2. Interim Report	
3. Draft (Final) Report	
4. Final Report	

SECTION 4. SAMPLE FORMS – FINANCIAL PROPOSAL

- 4 A. Financial Proposal Submission Form
- 4 B. Summary of Cost
- 4 C. Breakdown of Price Per Activity
- 4 D. Breakdown of Remuneration Per Activity

4 A. FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: [Name and address of Client]

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for [Title of consulting services] in accordance with your Request for Proposal dated [Date] and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of [Amount in words and figures]. This amount is inclusive of 12.5% Value Added Tax, which we have calculated as [Amount(s) in words and figures].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

Commissions and gratuities, if any, paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity
_____	_____	_____
_____	_____	_____
_____	_____	_____

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:

4 B. SUMMARY OF COSTS

Costs	Amount(s)

Subtotal	
Value Added Tax (VAT)	
Total Amount of Financial Proposal	_____

4C. BREAKDOWN OF PRICE PER ACTIVITY

Activity No.	Description	Person Hours	Amount (TT\$)
	Grand Total		

4D. BREAKDOWN OF REMUNERATION PER ACTIVITY

Activity No. _____		Name: _____	
Names	Position	Input ¹	Amount
Regular staff			
Consultants			
Grand Total			_____

¹ Staff months, days, or hours as appropriate.

Section 5. Terms of Reference

5.0 Upgrade of MPU's Website and Development of GEI's Website with Web Hosting Services and Content Management Solution

a) Background

The Ministry of Public Utilities (MPU) is charged with the responsibility of providing strategic leadership and governance to the public utilities sector while facilitating the delivery of affordable, quality public utilities through its implementing Agencies. This is facilitated by a committed, resourceful team of professionals working in close collaboration with all stakeholders. It is the primary responsibility of the Communications Unit to develop and implement the Ministry's communications strategy in support of Government's plans, programmes and initiatives.

At present MPU's website is outdated and is not responsive or mobile friendly, while the Government Electrical Inspectorate (GEI) division is in need of a website. As such, MPU wishes to engage a qualified and experienced Developer/Service Provider to analyze, design and develop a robust and secure communications platform with web hosting services and content management solution for the upgrading of the Ministry's current website and the development of a separate web presence for the Government Electrical Inspectorate Division (GEI). This will allow a more efficient medium of communication to the citizenry of Trinidad and Tobago; and therefore improve the Ministry's delivery of services to the public.

b) Objective

This Request for Proposal (RFP) seeks to procure a Developer/Service Provider to propose a clean layout of the website design that will provide a user friendly, robust and secure communications platform for MPU.

c) Information Technology System Environment

The Developer/ Service Provider needs to provide detailed specifications with regards to the web server (server storage, monthly bandwidth and network security to name a few).

5.1 SCOPE OF WORKS

5.1.1 Overview

This scope is intended to guide the process of the development of the Ministry of Public Utilizes Websites and is seeking to harness the creativity and expertise of a vendor to provide a user friendly, robust and secure communications platform.

This scope of works covers webhosting, security and maintenance, domains name registration and website design for two (2) websites: an upgrade to the Ministry's current website (<http://www.mpu.gov.tt>) and one new website - for the Government Electrical Inspectorate. These websites must follow the iGovTT website policy. This scope is broken down into the following sections:

- Web Hosting, Domain Registration, Security and Maintenance
- Website Design
- Common Characteristics
- Unique characteristics - Main website (<http://www.mpu.gov.tt>)
- Unique characteristics - the Government Electrical Inspectorate Division website

5.1.2 Design and Development

The successful Developer/Service Provider will work together with the Corporate Communications Unit, GEI and Information Technology Unit of the Ministry of Public Utilities to review the communications needs of the Ministry of Public Utilities, inclusive of the GEI Division, to provide the following:

- Develop and document website manual.
- Provide detailed training for staff required to utilise the system.

5.2 Outline Budget and Implementation Schedule

The successful Developer/Service Provider will be required to prepare an implementation schedule, implementation method and outlined budget estimate for the tasks that make up this project.

5.3 General Project Scope

The General Project Scope must encapsulate the following:

- **Security:**
The system must provide SSL (Secure Sockets Layer) level authentication to maintain data confidentiality between the web interface and database management system.
The system must provide secure access level management and operations rights for users.
- **Data Integrity:**
The system must provide facility for form and database level validations, including instructive alerts for major fields within each record. This will ensure that the required valid data is entered, following the required format stipulated.
- **Graphical User Interface:**
Web interface and form/s should be attractive, intuitive and user friendly.
- **Reliability:**
The system (includes database) must provide efficient response, operational stability and some method of disaster recovery.
- **Application Access over Internet:**
The designed system must be made available over the internet to the public on all interface and mobile devices.

5.4 Detailed Scope of Work

5.4.1 Web Hosting, Domain Registration and Security

- 1) Provide an appropriate web hosting account and domain name registration for the two websites (see #3 below)
- 2) Provide the availability of at least ten (10) subdomains
- 3) Provide a total of two static Internet Protocol (ip) addresses, one which typically comes standard with the web hosting account (for <http://www.mpu.gov.tt>) and the acquisition of one additional ip address to register to the following domain name: <http://www.gei.gov.tt>.
- 4) Execute regular backups (files and databases) of each website daily
- 5) Upon the Ministry's request, make available to the Ministry, a copy of the backup (files and database).

- 6) The web hosting account(s) should provide:
 - a) Installation of content management systems
 - b) The ability to create Cron jobs (for automated tasks)
 - c) A provision of a minimum of 150 Gigabytes of disk space for the websites, photos and video's
 - d) Website visitor reports which detail the following:
 - i) The total number of visitors to each website
 - ii) Which parts of the country / world the visitors are from
 - iii) Which browsers the visitors are using
 - iv) Which pages (especially the pages with information about the Ministry's services) are accessed the most;
 - v) These reports should be provided to the Ministry on a weekly, monthly and annual basis
 - e) Optional – mailing list(s) that can be easily incorporated into websites
- 7) Provide an industry standard and modern antivirus and firewall tailored for web server protection to secure the Ministry's web presence
- 8) Provide SSL Security Certificate to encrypt the website
- 9) Maintenance is required in providing:
 - a) Security fixes and patches for operating systems, web server services and all supporting applications
 - b) Current framework updates
 - c) Update of CMS and plugs-in to stable versions, when they are available.
- 10) Support assistance is required: The Ministry's developers and Communications Officers are allowed to request assistance for:
 - a) Web hosting control panel
 - b) Access to website files – to add files, scripts, etc. as necessary
 - c) Administrative access to the database – to store data from the above mentioned files, scripts, etc. if required to do so
 - d) Adding cron jobs – for the server to do automated tasks such as backups or automated mailing jobs
 - e) Access to any additional install scripts that may be available.
- 11) The ability to create a minimum of five (5) databases
- 12) FTPS access for four (4) accounts with concurrent connections
- 13) Preferred secure template - Drupal
- 14) Operating System should be Linux based
- 15) 99.9% website up-time

5.4.2 Website Design

COMMON CHARACTERISTICS

- 1) Clean Layout, examples of clean layouts that we like:
 - a) <http://test.gov.tt>
 - b) <http://nationalsecurity.gov.tt>
 - c) <http://tradeind.gov.tt>
 - d) <http://mpac.gov.tt>
- 2) Mobile-responsive website – easily readable on all mobile devices
- 3) Content Management System:
 - a) User-friendly

- b) Includes video playback of content/albums
 - c) Photo albums – should be fully integrated into the website such that administrators do not have to login twice
 - d) Include social media:
 - i) Sharing buttons on all navigational pages (see unique characteristics for more details about the navigational pages)
 - e) Use of captcha's for fillable forms for the services offered by the Ministry.
 - f) The article / page editor & menu items should be able to easily link to external pages via iframes, rich site summary (rss) feeds, etc.
 - g) Should be able to provide rss feeds for different pages
 - h) Should include a sitemap
 - i) Should have the ability to produce pop outs
 - j) Provision of six user accounts as follows:
 - i) Four user accounts to login to <http://mpu.gov.tt>
 - two (2) of which should have login access to configure extensions such as (but not limited to) the Facebook feed which may require sensitive information), with permissions to add, edit and delete content on all pages including (but not limited to) notices, photo's, video's;
 - All of which should be able to add, edit and delete articles, photo's, video's, surveys, etc.
 - ii) Two (2) user accounts to login for <http://Government Electrical Inspectorate Division.to> <http://gei.gov.tt> _ only, with permissions to add, edit and delete content on all pages including (but not limited to) notices, photo's, video's.
- 4) Website Content Search Engine
- 5) Banners / slide shows / Wagon Wheel – each site can have a different look and feel slideshow/banner but all should have either a banner or slideshow
- 6) Navigation – top and bottom menu's which both include Home Page, About Us, Services, Media Centre, Vacancies and Contact us (See the unique characteristics below to see which additional menu items each site should have). The bottom menu should also have a sitemap, links to privacy statement, terms of reference and disclaimer pages
- 7) Logos – Trinidad and Tobago Coat of Arms, gov.tt logo, and MINISTRY OF PUBLIC UTILITIES/ GOVERNMENT ELECTRICAL INSPECTORATE DIVISION and agencies logos all need to follow the National Identity Guidelines (see link for further details http://mndsi.gov.tt/wp-content/uploads/2015/01/Identity-Guidelines_FIN)
- 8) Copyright information – copyright to MINISTRY OF PUBLIC UTILITIES, GOVERNMENT ELECTRICAL INSPECTORATE DIVISION, etc. using the following format:
Copyright © [Date] [Institution]
- 9) **Multi Language support** – via the use of language packs and extensions for google translate / other online translators – languages must be common to Trinidad and Tobago including but not limited to both English and Spanish.
- 10) Breadcrumbs (shows links to how the user got to that particular page)
- 11) Each website should also be optimized for all search engines and page loading
- 12) For documents such as pdf's, there should be an option to embed / block the download / saving of files if necessary.
- 13) The content and design must be able to interact with various assistive technologies (such as to assist (but not limited to) the blind / hearing impaired)
- 14) The websites should be properly displayed in any browser

- 15) The front end of the websites should utilize W3C's HTML5 or later specifications
- 16) Layout:
 - a) Optimal line length should be 50-75 characters
 - b) With the exception of pdf icons for links to pdf documents, other types of graphic bullets, icons and other visual markers should be used
 - c) Where complex tables, large graphics or flash is concerned / used, a more accessible formatted version should be provided (eg. svg) to maintain maximum website performance – in other words, everything should be accessible on all devices and the pages should load fast
- 17) Graphics and Multimedia:
 - a) Graphics should be in the jpeg, png, gif and other file format
 - b) Multimedia must be in only the most commonly used cross platform type
- 18) The design of all websites must include the standard header and footer (see figures 1 & 2 on page 8) – the red bar may be changed to suit the color scheme of the websites.
- 19) The website design must also include text equivalents for non-textual elements such as graphics and images, audio and video and keyboard input
- 20) Colour Scheme(s)
 - a) light backgrounds with darker colors for fonts, navigation menu's, and web elements
 - b) simple design, (text and images)
 - c) use the standard 216 web safe colors for web elements
 - d) except where necessary, frames should only be used as an alternative format
- 21) Typography:
 - a) Font Type – we recommend the use of Sans Serif fonts
 - b) Font Size – we recommend the use of em/rem
 - c) Font Style – Italics should be used for referencing conventions, foreign words and phrases
 - d) Do Not Use – blue or violet coloured text except for links.
- 22) Margins and Justification:
 - a) The css style sheet should have provision for defining margins and aligning text and other objects to the left, centre or right, as appropriate;
- 23) Html validation must be applied prior to the launch of the website and must be provided for the duration of the contract.
- 24) The websites must use css style sheets
- 25) At the bottom of all pages, there must be a page currency indicator stating the last time the content was modified (except for the home page) and it must be in the following format:
YYYY-MM-DD
- 26) PLEASE NOTE:**
 - a) With the exceptions of figures 1 and 2 on page 8, the suggested clean layouts are simply guides and the designs of the websites **do not** have to be exactly like the layouts.
 - b) The boxes indicated simply represent the general part of the page where that specific content can go, and they do not necessarily represent buttons (e.g. the box that says "search form" should be an actual search form rather than a button to a search page).
 - c) Finally, where the services are listed on the MINISTRY OF PUBLIC UTILITIES website home page, those can be buttons with logo's or banners illustrating what the service is about.

5.4.3 UNIQUE CHARACTERISTICS - MAIN WEBSITE (<http://www.mpu.gov.tt>)

- 1) Color Scheme – complement the MPU Logo while providing brighter/ bolder effects
- 2) Navigation
 - a) *Main Menu:*
 - i) *Menu items would be as follows:* Home, About Us, Services, Media Centre, Vacancies and Contact Us (with drop downs) inclusive of figures 1 and 2 which are the standard .gov.tt header and footer respectively. Social media icons should have a standard presence on each navigational page.
 - b) *Suggested Content of each page:*
 - i) *Home page* – minimal clutter and should include:
 - (1) Banner/ slideshow element
 - (2) Clickable images of the Divisions and Agencies, Services, Media Centre
 - (3) Happening Now Section
 - ii) *The About Us page(s)* – laid out with images for illustration through three (3) major menu items with the ability to add menu items.
 - (1) **The Executive tab** should include Organisational Structure and Profiles of the Minister, Permanent Secretary and Deputy Permanent Secretary.
 - (2) **The Goals and Plans** tab should include Mission and Vision statements, Core values, Strategic Plan, Policy Documents information about the Ministry, well laid out with image illustrations.
 - (3) **Divisions and Agencies** should include:
 - Divisions and locations inclusive of the option of a map to each location.
 - Agencies represented by their logos and a brief statement of the services they offer with a 'read more' link.
 - iii) *The Services page:*
 - (1) The services page should focus on the major services offered to the Public and displayed:
 - (a) By an image, the programme name and categorized
 - Clickable with a 'read more' link/button.
 - (b) Categories – UAP (Water Tank, Bill Assistance and Solar Panel), REAP, Electrification, Utility Regulation, Generator License Service, Building Codes, Laws and Acts.
 - (c) Fillable application forms with download capabilities and upload of required supporting documents.
 - iv) *Media Centre page:*

This should include a drop down to the following:

 - (1) The Upcoming events
 - (2) The latest news menu
 - (3) Documents menu (include pdf icons in the list and space out list items, etc. where necessary)
 - (4) Photo gallery menu should be well laid out with images for illustration that allows for each folder to go into a slideshow.
 - v) *Vacancies tab*
 - vi) *The Contact Us page* –this page should be divided into the following segments:
 - (1) Directory - should include this page should also include google maps to show directions and a contact form.

- (2) Submit a testimonial (feedback form)
- (3) Submit a complaint (e-voice)
- (4) The FAQ's page:
- 3) Content Management System:
 - a) must be able to record survey responses, and analyse them
 - b) Must be able to automatically send out emails whether via rss feed to an online newsletter mail delivery system (such as mail chimp) or otherwise.

5.4.4 UNIQUE CHARACTERISTICS - GOVERNMENT ELECTRICAL INSPECTORATE DIVISION WEBSITE

- 1) Colour Scheme – should complement the colours of their logo
- 2) Navigation –
 - a) Main Menu:
 - i) Menu items would be as follows: *Home, About Us, Services, News and Events, Vacancies and Contact Us* (with drop downs) inclusive of figures 1 and 2 which are the standard .gov.tt header and footer respectively (see page 8). Social media icons should have a standard presence on each navigational page.
 - b) Home page – should include:
 - i) Banner/ Slideshow
 - ii) Daily roster – suggestion to connect back to GOVERNMENT ELECTRICAL INSPECTORATE DIVISION Management System to display that data
 - iii) Locations: - three main offices with a listing of boundaries under each
 - iv) Public Advisories that link to News and Announcements (urgent notices) page
 - v) A link to *ttbizlink* site
 - c) About us page –
 - i) The Executive tab which includes the organisational structure with profiles for the Chief Inspector and second in command.
 - ii) **The Goals and Plans** tab should include Purpose, Vision, Change Management System, reference to bills or acts that brought the division into being
 - iii) **Active Inspectors/ Licensed Wiremen** tab should include separate list for the Inspectors and the Wiremen with active licenses.
 - iv) **Line Ministry and Partners** should clickable links to:
 - (1) Ministry of Public Utilities website
 - d) Services page – provide a quick overview of functions of Government Electrical Inspectorate
 - i) The link should lead to requirements, costs, application forms
 - ii) Suggestion of the capabilities application forms and online submissions
 - (1) <http://www.electrical.nebraska.gov/inspectoverview.html> - electrical inspection website
 - (2) <https://www.austintexas.gov/department/electrical-inspections> - electrical inspection website
 - iii) Building codes – display the relevant acts and other information that wiremen and inspectors, etc. could use as a resource / reference to what's standard, good quality and legal for that type of work in this country and what's outdated / poor quality work
 - iv) FOIA documents
 - e) News & Events – drop down menu to
 - i) Notices and Announcements

- this shall be split into 2 categories, routine & urgent – urgent notices will be displayed in full and routine to be just links to full data – display only the last five and
- ii) photo gallery page
- f) Contact us –
 - i) Drop down to google maps (to show directions to offices with boundaries). The icon for each office should include the address and phone numbers when the cursor is placed over it.
 - ii) A contact form with auto correct capability for the comment section. Captcha security feature is required for the submission of any input on the website.
 - iii) “Voice a Complaint” (e-voice system) that leads to system.

Figure 1: the proposed standardized header for all .gov.tt websites



Figure 2: the proposed standardized footer for all .gov.tt websites



5.5 REPORTS AND TIME SCHEDULE

The Developer/Service Provider shall prepare a **Status Report**, and submit to the Ministry of Public Utilities on a **Monthly** basis.

Section 6. Evaluation Criteria

6.1 The maximum number of points which can be awarded under each of the evaluation criteria is:

VENDOR SELECTION CRITERIA	RATING
Demonstrated Experience (outline the previous jobs completed of similar scope) and Skill-Set (qualifications of staff)	25
Meeting the requirements of the Scope of Works: <ul style="list-style-type: none"> • Security, • website documentation (e.g. user manuals), • Development Architecture, • Content Management System, • Storage Capacity, • Maintenance (including the routine for applying updates, ensuring uptime, length of time the service will be available, access to support if something goes wrong) 	35
Pricing	20
Implementation Schedule: <ul style="list-style-type: none"> • Steps for implementation • Timeframe for each 	10
Training in the use and management of the website (with the supporting documentation)	10
Vendor Score	(out of 100)

The minimum score required to pass the Technical Evaluation is 75.

6.2 The formula for determining the financial scores is the following:

$$Sf = 100 \times Fm/F,$$

in which Sf is the financial score, Fm is the lowest price and F the price of the proposal under consideration.

The weights given to the Technical and Financial Proposals are:

T= 0.8 and

P= 0.2