3. Lot 2 – Design, Development and Hosting of Website for the Utility Regulatory Authority (URA)

3.1 Objectives

The main objective of the website is to promote URA as the authority responsible for the regulation of sustainable utilities in Mauritius.

The main requirements are:
- To explain to any website visitor, who we are, what we do
- To ease the licensing application process of Independent Power Producers (IPP) by accessing online forms
- To log complaints through the website
- To be easy to use, well laid out and have a mobile optimised design that is easy to navigate

3.2 Features of the Web Portal

- Display of bilingual information in English and French.
- Interactive multimedia-oriented home page design. Multiple banner of inner page
- Compatible to all the browser like Chrome, Mozilla Firefox, Internet Explorer, Safari, Opera
- Web portal should be Responsive i.e. compatible to Mobile, Tabs, i-Pad
- Database driven website with CMS (Content Management System) and User Management to manage the requirement from Admin Interface by the multiple users.
- Web portal should be free from vulnerabilities

3.3 Scope of work

- Design and development of web site as per requirement
- User acceptance test
- Resolve all the Vulnerabilities found during security audit before go-live of the website
- Installation of required software and hosting of website in a secured environment
- Optimization of website time to time for better performance
- Training on Content Management System to the officials of URA
- Support and maintenance of the portal for a period of 3 years from the date of go-live
- Integrated search functionalities: An effective search system integration where user can search any content by entering text in the search box.
- Development using Current Technology available, including PHP, (.) NET, Java, SQL Server and XML to develop power full and efficient application.
- Facility to upload and download files
- Successful bidder will have to validate the design from URA before finalization.
- The design, development, database design should make the portal with professional and corporate look user friendly, easy to access or navigate or should attract the visitor.
- There should be user management functionality.
- Administrator should be able to gain control over the front-end content, edit, add or delete content of the front end through administrative control panel.
- Main navigation panel; Administrator can Add / Edit / Delete menu
- News & Events update: latest news and events will appear on home page with read more link after click-in-on this, all details will appear
- Archive: An archive for all the uploaded News/Events/Photos/Documents.
- Visitor Counter: Actual visitors visiting this site will be tracked.
- Contact Us: A contact us with email, telephone numbers, address etc.
- Online recruitment system

-    Webmail services.

This website needs to be modern, functional, highly attractive and responsive. From the administrative perspective the site must be easy to update by users of varied technical expertise from individual departments on a regular basis.

The new site should be built upon proven and accepted website development standards while maintaining flexibility to easily grow and add new functionality over time and with minimal cost

3.4 Site Map

The site map structure will include (but is not necessarily limited to):

- Home
    - Online Services,
    - Publications,
    - Announcements
- About Us
    - Background,
    - Management Team,
    - Board Members,
    - Mission, Vision, Values
    - Legislation
- Electricity
    - Tariff
- Consumer Affairs
    - Overview,
    - Consumer Rights,
    - Complaints
- Licensing
    - Application
- Complaints
    - Lodging
- Media Centre
    - Latest News,
    - Press Release,
    - Gallery
- Careers
- Publications
- Contact Us

3.5 Response to Functional Requirements

Bidders must complete the Website Functional Requirement Questions sheets as per Appendix 2 and submit same in MS-Word format. The proposed solution for each functional requirement should be briefly described.

Bidders should complete column C (Compliance) with either 'C' for compliance and 'NC' for non-compliance and provide explanatory notes / remarks as indicated in the tables. Attach detailed technical literature if

required. BIDDERS ARE ALSO ADVISED THAT ANY BLANKS IN THE "Compliance" COLUMN WILL BE TREATED AS NON-COMPLIANCE TO REQUIREMENT.

3.6 Software License

The list of third-party software licenses (like Database, application server etc.) required for the development and hosting proposed website shall be provided to URA by the selected bidder without any cost to URA. However, if the software is open source then a stable version should be identified by the bidder.

3.7 Integrations

The proposed website needs to be integrated with the ERP solution. Licensing application information and Complaints should be uploaded / downloaded to the ERP.

3.8 Project Documentation

The bidder shall create / update and maintain all project documents that would be submitted to URA after UAT. Any subsequent approved changes to the requirements / design shall be incorporated into the documents and submitted to URA. Project documents include but are not limited to the following:

- User Manual
- Website Installation & Configuration Manual
- Service Provider shall submit a list of deliverables that they would submit based on the methodology they propose. All project documents are to be kept up-to-date (updated every six months) during the project.

3.9 Acceptance, Certification and Roll-out

As this project involves both the development and hosting of the web site, the following points related to Acceptance, Certification and Go-live shall be considered:

- An acceptance test plan along with test cases and expected results traced to the requirements shall be provided during the development and the same shall be accepted by the URA.
- Any observations/feedback from URA related to the test plan and test cases shall be duly factored in as relevant.
- URA shall constitute a team of users who will facilitate the test process, but the bidder's personnel shall carry out the unit and integration tests.
- After development of website, URA will issue UAT to the bidder.
- After hosting, the website will be declared as "Go-Live"

3.10 Contents of technical bid

The bidder should give details of the project methodology to be followed, technology architecture (with details of technology, software versions etc), project plan etc. in technical bid document.

## 3.11 Financial Proposal

3.11.1 Additional information to be included in the Financial Proposal

The service provider shall supply software licences, installation services, parameterisation, reporting, customisation wherever applicable, user training, data migration, documentation, user support and technical support

The particulars listed below should be considered in the financial proposal:

- Payment terms for software licenses, services and any other costs;
- Annual recurring cost in terms of maintenance for 5 subsequent years; maintenance includes access to upgrades, patches, fixes and help desk support; and
- All extra costs such as travel costs, accommodation, per diem, and any other item/s.

3.12 Project Implementation Schedule
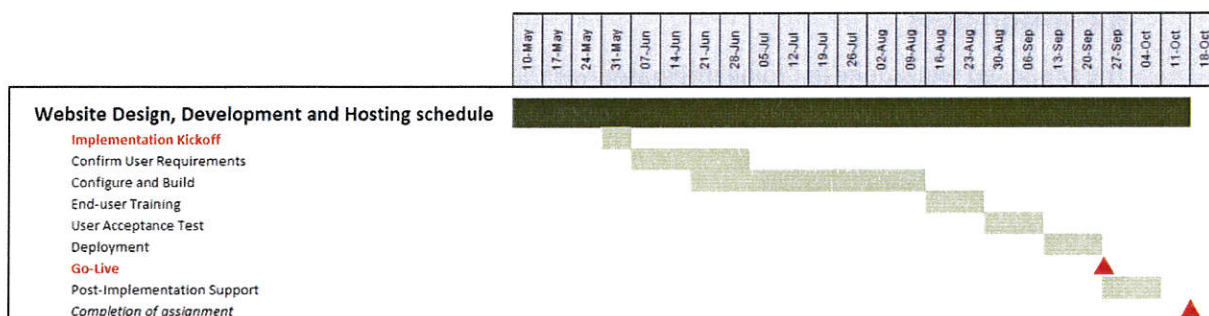
Website Design, Development and Hosting Milestones		
SN	Milestone	Time Schedule
1	Kick-Off Meeting	31/05/2019
2	Confirm User Requirements	28/06/2019
3	Configure and Build	09/08/2019
4	End-user Training	23/08/2019
5	User Acceptance Test	06/09/2019
6	Deployment	20/09/2019
7	Go-Live	20/09/2019
8	Post-Implementation Support	04/10/2019

Note: Bidders must abide to the above implementation schedule

3.13 Deliverables

The consultancy firm is expected to submit the following deliverables during the course of the project:-
   (vii) A project charter consisting of the following:-
      d. A detailed Gantt chart showing milestones/major deliverables and highlighting the critical path as well as the duration for the assignment, including expected completion date(s).
      e. A schedule detailing timing of consultations with stakeholders
      f. Any other relevant section(s), document(s), process(es), literature and reference.
   (viii) An approved solution blueprint for the proposed system
   (ix) An approved report on the training, including the training plan, training materials for users and administrators, and training sign-off
   (x) The user acceptance test (UAT) sign-off
   (xi) Commissioning report confirming system is operational
   (xii) Project completion report

Website Design, Development and Hosting Deliverables		
SN	Activity	Deliverable
1	Project Charter	- Project Charter document - Project Planning - Progress Report
2	Kick-Off	- Kick Off Presentation - Key users interview schedule
3	Confirm User Requirements	- Solution Blueprint Sign-off
4	End-user Training	- Training Plan - Training Manuals - Training Sign-off
5	User Acceptance Test	- UAT Sign-off
6	Go-Live	- Fully Operational Website
7	Post-Implementation Support	- Post Go-Live Sign-off - Project Sign-off

3.14 Submission procedure

All outputs/deliverables should be submitted to the GCF Project Manager and copied to the CEO of URA for review. The team will review all outputs/deliverables and their comments shall be communicated to the consultants within 14 days of submission of the output/deliverable. The consultants will then have to consider and incorporate the comments within a period of 2 weeks from the date of receipt of comments. The consultants will have to provide for justifications when comments are not incorporated in the output/deliverable.

3.15 Required qualifications of key experts

3.15.1 Key Expert – *Website Development Expert*

Education
- A degree in Information System or Software development.

Experience
- At least 5 years' relevant experience in terms of successful design of websites for public or private sector in Mauritius and/or abroad, including in Current Technology such as PHP, (.) NET, Java, SQL Server and XML to develop power full and efficient application.
- Experience in implementing at least 2 similar projects. **Written evidence for experience claimed in the form of reference letters from the client should be provided in the technical proposal.**

Skills and competencies:
- Strong leadership and planning skills.
- Strong understanding of needs and issues of non-profit companies.
- Strong creative skills
- Strong analytical skills.

Language

- Excellent written and spoken French and English is required. Report writing skills is a must.

3.16 Reporting, Presentations and Language

All project implementation documents such as progress reports, draft project documents, templates, preliminary and intermediate designs, layouts, specification documents etc. shall be submitted in editable Microsoft Office Word Version and editable PDF Version, and in hard copies (4 copies) in a scale to be agreed with all stakeholders and in soft copy. The soft copy should not be secured with password(s) to allow printing or copy and paste of extract from the reports.

The language of the assignment shall be in English. All the outputs and deliverables shall be written in English language and should be presented in a format acceptable by URA. All the final versions of the reports and documentation should also be dispatched to the Project Manager electronically. There shall be no security restrictions on printing/editing in the deliverables.

The Consultant will have to submit all the deliverables where applicable, in draft form (in soft format - MS Word) in the first instance, and should thereafter incorporate any comments URA may submit, prior to their finalisation. Draft reports and documentation would have to be submitted at least 2 weeks before the final reports/documentation are due so that MARENA will have ample time for review. Payment will be made only on the final deliverables, and these final deliverables should be to the satisfaction of the URA and the UNDP Country Office.

3.17 Logistical Arrangements

All transportation costs and administrative costs related to the execution of the assignment are to be borne by the consultant. In case workshops/training sessions have to be organised, all costs will be borne by UNDP.

3.18 Delivery and Payment Schedule

- Deliverables will be the basis for the payment schedule. All reports will be submitted in draft (for comments) and then final.

- The Deliverables shall be submitted in electronic editable format (MS Word, and Pdf versions) and by courier to the following recipients. The address for delivery is:

> Mrs Vichittra Purdassee, Project Manager
> Accelerating the Transformational Shift to a Low-Carbon Economy in the Republic of Mauritius
> (Component 1)
> Email: vichittra.purdassee@undp.org
>
> Copied to:
> Mr Suraj Naiko
> Officer-in-charge, Utility Regulatory Authority (URA)
> Email : snaiko@uramauritius.mu

SN	Milestone	Time Schedule	Payment Schedule
Website Design, Development and Hosting Payment Schedule			
1	Approved Project Charter Document	07/06/2019	10%
2	Approved Solution Blueprint	05/07/2019	15%
3	Training Sign-off	30/08/2019	15%

4	UAT Sign-off	13/09/2019	15%
5	Post Go-Live Sign-off	27/09/2019	20%
6	Project Sign-off	15/10/2019	25%

3.19 Training and Maintenance Support:

Bidder will provide familiarization program to URA resources without any extra cost.

The website module should have free support / facilitation for a period 3 month from the date of commissioning of the website.