

12 January 2015

ATTENTION ALL SERVICE PROVIDERS



RE: REQUEST FOR PROPOSALS FOR THE RE-DESIGN AND DEVELOPMENT, UPGRADE, MAINTENANCE AND MANAGEMENT OF THE SOUTH AFRICAN BOARD FOR SHERIFFS WEBSITE – SABFS 00001/2015

1. Background

The South African Board for Sheriffs (SABFS) was established in term of the Sheriffs Act 90 of 1986 from which the Board derives their functions and responsibilities. The SABFS consist of Non-Executive Directors appointed by the Minister of Justice and Correctional Services for a 3 year term. The Office of the Board is managed on a day to day basis by the Executive Manager. The current Board was appointed by the Minister in March 2012.

The core business of the SABFS is to:

- Train and Develop the Sheriffs Profession
- Transform the Profession
- Adhere to the Sheriffs Act 90 of 1986 and the Constitution of South Africa
- Formulate Policy for the Profession
- Advance interest in the Sheriff Profession in general

2. Objectives

The SABFS invites applications from suitable Website Service Providers to propose an effective solution in re-designing and developing, upgrading, monthly maintenance and management of the Website of SABFS.

The SABFS will be appointing a Website Service Provider, based in the Western Cape.

3. Background

The SABFS has a current functional website.

The SABFS requires a suitable Website Service Provider that would be able to assist SABFS in designing a new website and who is able to adapt the principles of design along with the SABFS' current brand which is managed by a design company. In addition the SABFS also

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requires a Website Service Provider for the development of the website which includes the back-end of the website, the programming and interaction on all pages.

The current site has been developed, on the Adobe platform. Potential service providers will have to investigate the option of migrating the site to a new platform or the next best available option. The site receives approximately 1 500 hits per day. We will expect to utilise the current content on the new site and trust that advanced functions will be incorporated.

3.1 Website Design

The potential service provider needs to ensure that the SABFS' design of the website includes the following characteristics:

- The SABFS' aim is to convey the Sheriff's brand effectively with a design that visually portrays its activities and that is user-friendly to the sheriffs and any other visitors and/or users;
- First impressions of the SABFS website is vital to encourage visitors to explore and interact with the SABFS site;
- The website needs to have a clean look and feel, and is easy to navigate; and
- The Service Provider is expected to combine a great design and the choice of the most appropriate "back-end" applications to ensure that SABFS' website provides the visual appeal, functionality and ability to satisfy the needs of SABFS' website users.

3.2 Website Development

The potential service provider needs to ensure that the SABFS' development of the website includes the following characteristics:

- The programming languages and technologies, which ensures the development of a more dynamic application with advanced capabilities, should be used:
 - PHP;
 - MySQL;
 - Javascript,
 - CSS,
 - XHTML;
 - DHTML; and
 - HTML.
- The following key considerations should be kept in mind when developing:
 - Cross-browser compatability;
 - E-filing type of application eg. Online Forms;
 - Domain registration;
 - Page load speed;
 - Code validation;
 - Search engine optimization;

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- Mobi sites;
- Tables and CSS design;
- Clean consistent design;
- Completion of required forms for Legal Obligation,online also highlighted below in point 3.3 below;
- The public should be able to submit complaints against sheriffs,electronically;
- Functions to “Locate a Sheriff” and or his office should be accompanied by interactive maps;
- Links to other sites to include - DOJCD, Con Court, GCIS, SASS, SANAPS, etc;
- Dedicate drop-down menus for the Sheriff, the Public and the Attorneys. Each of these headings will be populated with content relevant to the sector;
- Ensure that a Picture Banner is included and that it showcases the pictures from the picture gallery – rotating continuously. The banner must be refreshed each month or as per the clients request;
- The site must be developed in line with a Content Management System;
- Secure passwords for sheriffs to logon;
- Investigate the option of migrating and implement/re-develop the site to a new platform or the next best available option;
- Increase page count;
- Optimise Navigation Structure;
- Maintain an easy access mobile directory;
- Seed auctions on SABFS website;
- Maintain the SMS function for mobile users – “Sheriff Search/Locate a Sheriff”;
- Email newsletters to sheriffs automatically;
- Google Adwords; and
- Social Networking.

3.3 SABFS eFiling type of application

SABFS will require that the development phase ensures that the potential service provider can develop especially an eFiling facility, so that sheriffs can submit a variety of Legal Obligation forms including Levies form, Interest form and Sheriffs Human Resources and any other related SABFS forms through the eFiling website.

3.4 SABFS current website content

The site consists of the following:

- Site currently has 133 pages indexed:
 - 44% of traffic comes from “long-tail” pages. In other words pages, a significant percentage of the site traffic comes to pages outside the top 5;
- There are lots of pages with a relatively small number of visits;
- More pages to be indexed;
- The secondary benefit is constantly publishing new material to the site; and
- All content is stored in PDF format.

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3.5 Domain hosting

The potential service provider must ensure that the site is hosted by a reputable, reliable and professional company.

The potential service provider needs to declare if it is able to maintain and host the website.

3.6 Updates/Maintenance

The potential service provider will be required to perform the following on a daily and/or monthly basis:

- will be requested to upload data to the management system almost daily; and
- Provide monthly reports on site stats.

The SABFS is constantly developing new content for offline channels i.e.:

- Newsletter;
- Annual Report;
- Workshops; and
- Etc.

This content should be repurposed for digital. This should increase the total page count and indexed pages on Google i.e. More Pages = More Traffic.

3.7 Added Services

- Include the possible further development of the Auctioneering Function to be administered by the sheriff himself, utilising his secure login password. Provide ideas for marketing this function with the Sheriff and the Public;
- The potential service provider needs to propose improvements to the current site to include converting all pages to HTML;
- Present and manage ideas in respect of how the Board could use Social Media as part of its communication strategy;
- Required to attend meetings at SABFS' office, at least once a month; and
- Any other services which may add value.

4. Terms of Reference for Service Providers

4.1 Provide a detailed work plan reflecting project phases, and time frames per project.

4.2 Provide detailed hourly rates for hourly consulting. Overall price to include VAT.

4.3 Take full responsibility for supervising and completing all Website tasks requested by SABFS.

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4.4 Present demonstrable evidence of ability to undertake Website projects.

4.5 Work in close collaboration with the Communications Officer.

4.6 You will need to be available for regular meetings to discuss certain briefs in respect of the ad-hoc projects you will be allocated.

4.7 Need to be available for regular meetings to discuss and report, in respect of progress made on ad-hoc projects.

4.8 Provide a detailed Draft SLA for 12 months.

4 Time schedule

The submission of tenders will close at 12 noon on Thursday, 29 January 2015.

5 Work plan

The Service Providers will be required to carry out work through the work processes of all senior managers in the organisation, key staff members, and members of the Board including the Chairperson. The potential Service Provider will also be required to review key documents, policies and procedures to better understand the organisation.

6 Reporting

The service provider will initially meet at least twice per month to discuss progress with the Management structure of the SA Board for Sheriffs.

Monthly Reports will include hits per page, number of users daily, weekly, monthly, etc. These will include graphs and charts and a narrative to explain various statistics.

7 Key assumptions

The potential service provider will demonstrate an understanding of the SABFS and its website requirements and will familiarise itself with the aspect of work of the client;

The service provider must be familiar with similar organisations and the Public Sector in general;

The potential service provider will have a strategic approach to the project; and

An experienced web design team will spearhead and project manage the process.

8 Selection criteria

Strengths of the creative material in meeting the objectives.

Experience of the team/person.

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Ability to deliver on time and within budget.

Value for money taking into account complexity of the concept and the amount of creative material required. Provide a Draft SLA for 12 months.

9 Evaluation Criteria

- Price 80/20 rule
- Functionality scoring
- BEE 20%

10 Tender Conditions/ Enquiries

Only fully responsible bids will be considered namely:

- Detailed company portfolio and certified copies of qualifications;
- Tender documents are submitted on the specified closing date and time;
- Valid Tax Clearance Certificate to be submitted in the name of the Tender Company;
- Valid BEE Certificate, original and certified copies;
- Detailed Budget with detailed breakdown and all inclusive pricing;
- Five contactable references;
- All enquiries relating to the tender must only be communicated in writing. All written communication must be sent to the following email address only proposals@sheriffs.org.za by no later than 28 January 2015, Subject Heading: SABFS 00001/2015 Website Design and development. Bidders are strictly forbidden to communicate with the Office of the South African Board for Sheriffs on this matter other than through the required communication channels as stipulated in this bidding document.
- Each bidder is required to submit 1 original plus 4 copies of the tender submission in a sealed envelope addressed to:

SABFS00001/2015
 South African Board for Sheriffs
 Attention: Mrs Celesti Fortuin
 88 Loop Street
 Cape Town
 8001

- The SABFS is not obliged to accept any offers and has the right to withdraw and or amend tender specifications at its sole discretion.

Should applicants not receive any correspondence from the SABFS following their submission within 60 days, please view your application as unsuccessful.

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