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# TENDER NOTICE

## Redesign and Development of TAF Website

### Project Overview:

**Telecommunications Authority of Fiji (TAF)** seeks to redesign and develop a modern, user-friendly, and secure website that aligns with our updated vision and mission. The goal is to create a website that enhances user experience, reflects our values, supports operational goals, and remains responsive, scalable, and accessible to a wide range of users. The redesigned website should foster trust and transparency while meeting regulatory requirements, engaging stakeholders, and providing an intuitive and seamless online experience.

### Objectives:

- To design a fresh, responsive, and visually appealing website layout.
- To improve functionality and provide a content management system (CMS) for easy updates.
- To ensure compatibility across all devices (desktop, mobile, tablet) and major browsers.
- To integrate relevant public awareness tools and consumer protection features.
- To implement SEO best practices for enhanced visibility.
- To comply with accessibility standards (**WCAG 2.1**).

### Scope of Work:

The successful bidder will be required to:

#### 1. Conduct a Thorough Audit of the Current Website:

- Assess the current website's design, usability, and functionality.
- Identify gaps in content, security, accessibility, and user experience.
- Provide recommendations for improvements and enhancements.

#### 2. Website Design & Layout:

- Develop a fresh, modern design that is consistent with TAF updated vision, mission, and branding.
- Ensure the website is responsive, visually appealing, and user-friendly.
- Create an intuitive navigation structure that allows users to easily find key information and resources.

#### 3. Mobile-Friendliness and Browser Compatibility:

- Ensure the website is fully responsive across all device types (desktop, tablet, and mobile).
- Optimize the design for cross-browser compatibility, including Chrome, Firefox, Safari, and Edge.

#### 4. Content Management System (CMS):

- Implement a user-friendly CMS that allows **TAF staff** to easily update content, including:
  - Regulations, legislation, and news sections.
  - Public notices, tenders, FAQs, consumer protection updates, etc.
- Ensure the CMS is intuitive and doesn't require technical expertise to operate.
- Ensure easy integration of new features or functionalities as needed.

## 5. Consumer Protection Features:

- Develop and integrate consumer protection tools, such as:
- A complaint management system related to telecom services, in compliance with the Telecommunications Act.
- Transparent reporting of complaints and dispute resolutions.
- Incorporate interactive features that engage users and encourage transparency.

## 6. Public Awareness Tool:

- Design and develop an interactive dashboard that displays telecom indicators or policy updates.
- Implement features that help educate the public and businesses on consumer protection and relevant policy changes.

## 7. Website Navigation and Search Functionality:

- Design clear, easy-to-use navigation menus for visitors to find relevant content quickly.
- Implement an effective and optimized search function to help users find information across the site.

## 8. Content Migration and Data Transfer:

- Migrate existing content from the current website, ensuring no loss of data.
- Plan for smooth and secure data transfer, ensuring all relevant content (text, images, media) is properly imported.

## 9. Cloud Hosting and Security:

- Continue hosting the website on a secure public cloud infrastructure (e.g., AWS, Azure, or similar).
- Implement robust security protocols to safeguard user data and prevent unauthorized access.

## 10. Search Engine Optimization (SEO):

- Apply SEO best practices to improve the website's search engine ranking and increase visibility.
- Optimize on-page SEO elements (meta tags, header tags, image alt texts, etc.) and implement technical SEO (site speed, XML sitemaps, etc.).

## 11. Social Media Integration:

- Integrate social media channels (Facebook, Twitter, LinkedIn, etc.) into the website.
- Provide functionality for users to share content easily across platforms.

## 12. Website Accessibility:

- Ensure the website complies with WCAG 2.1 accessibility standards, providing an inclusive experience for users with disabilities.

## 13. Staff Training and Analytics:

- Provide training for internal staff on how to use the CMS, update content, and manage analytics.
- Set up analytics tools (e.g., Google Analytics) to track website performance and user engagement.

## 14. Post-Launch Support:

- Provide post-launch support for a minimum of 6 months to address any bugs, issues, or updates required.
- Provide detailed documentation of all features and functions for internal use.



**Tender Timeline:****Tender Advertisement: Saturday 16/11/2024****Submission Deadline:** 2 weeks from the advertisement date.**Project Completion Target:** *The completion timeline will be determined in consultation with the awarded bidder***Submission Requirements:**

Interested vendors should submit the following:

**1. Company Profile and Relevant Experience:**

- A brief overview of your company and its history.
- Examples of previous work, including similar website redesign and development projects. Provide links to past projects if available.

**2. Detailed Proposal:**

- An approach outlining how you will meet the requirements above.
- A detailed timeline with milestones.
- A breakdown of costs, including design, development, and any additional services.
- Payment milestones aligned with project deliverables.

**3. Team Profiles:**

- Profiles and qualifications of the team members assigned to the project, including their roles and relevant experience.

**4. Technical Capabilities and Platform Preferences:**

- Details of the technology stack, CMS platform, and other tools you plan to use for the development of the website.

**5. Maintenance and Support:**

- Details of ongoing support options after project completion, including pricing for extended maintenance and updates.

**6. Client References or Testimonials:**

- At least two client references or testimonials from similar projects.


**Evaluation Criteria:**

Proposals will be evaluated based on the following factors:

- **Relevant experience and portfolio of similar projects.**
- **Quality and creativity of the proposed design and user experience.**
- **Technical approach and methodology.**
- **Cost-effectiveness and alignment with the budget.**
- **References and client testimonials.**
- **Post-launch support and training capabilities.**

**Contact Details:**

For further inquiries, please contact:

**Mr Avnil Bali****IT Specialist****Telecommunications Authority of Fiji** [tenders@taf.org.fj](mailto:tenders@taf.org.fj) **+(679) 9997243***We look forward to receiving your proposals. Vinaka*