REQUEST FOR PROPOSALS

UNIVERSAL ACCESS AND SERVICE (UAS)

WEBSITE REDESIGN AND REDEVELOPMENT

April 2024

Request for Proposals

Project Title: Redesign and Redevelopment of the Universal Access and Service (UAS) Secretariat website

1. Background

The Universal Access and Service (UAS) Secretariat is seeking to enhance its online presence and communication through the development of a new website. The UAS Secretariat plays a vital role in promoting and ensuring universal access to telecommunications and ICT services. The current website does not effectively serve the needs of stakeholders and a modern, user-friendly, and informative website is required.

The existing website is at the URL https://uas.nicta.gov.pg/

2. Objectives

The main objectives of this project are as follows:

- To create a new, aesthetically appealing, and user-friendly website for the UAS Secretariat.
- To provide accurate and up-to-date information about the UAS Secretariat's activities, projects, and initiatives.
- To improve user engagement and accessibility for various stakeholders, including policymakers, industry partners, and the general public.
- Capability integration to other NICTA online platforms
- Ease of content management

3. Scope of Work

The selected website designer/developer will be responsible for the following tasks:

- Conduct a comprehensive assessment of the current website's strengths, weaknesses, and user needs.
- Develop a modern and visually appealing website design that aligns with the UAS Secretariat's branding guidelines.
- Create a responsive and mobile-friendly layout to ensure optimal user experience across devices.
- Integrate relevant content, including text, images, videos, and downloadable resources.
- Implement a content management system (CMS) that allows NICTA/UAS Secretariat to easily update and manage the website's content.
- Ensure compliance with relevant accessibility standards (e.g., WCAG) to ensure inclusivity for all users.
- Ensure compliance with relevant Government ICT guidelines for websites
- Provide training and ongoing support as required to NICTA/UAS Secretariat on website management and content updates.

- Perform thorough testing to ensure the website's functionality, performance, and security.

4. Deliverables

The following key deliverables are expected from the website designer/developer:

- Wireframes and mockups illustrating the proposed website layout and design.
- Fully functional website prototype for review and feedback.
- Finalized website design and layout, incorporating feedback from stakeholders.
- Completed website with integrated content and interactive features.
- Documentation and training materials for website management.

5. Proposal Content

All proposals are to include the following:

- Contact information for the proponent/developer.
- Location of respondent corporate offices.
- Number of years of experience proponent has in similar projects.
- Description of methodology to be utilized including discovery, design, quality assurance testing and implementation.
- Description of the proposed process for website design.
- Accessibility features of the proposed website.
- Proposed phases or steps in implementation of the website redesign and redevelopment
- Options for training creating and maintaining content.
- Description of ongoing support provisions.
- List of proponent's previous and current customers that NICTA can contact as reference
- Indicative costs to undertake project with NICTA based on scope in Section 3.

6. Timeline

The project is expected to be completed within three (3) months, starting from the contract signing date. A detailed project timeline with milestones, tasks, and deadlines will be provided upon project commencement.

Proposals are to be submitted via email ONLY and no later than 10th May 2024.

7. Project Management and Communication

Regular communication and updates will be maintained between NICTA and the website designer/developer.

Question relating to this RFP may be directed to uas@nicta.gov.pg. Mr. Roa Velekiri from NICTA will oversee the project and facilitate communication.

8. Costs and Resources

The website designer/developer will responsible for all expenses related to design, development, testing, and deployment. NICTA will provide necessary content and support.

The cost of the project will be negotiated with the developer that NICTA agrees to engage. Payment of developer fees will be tied to the delivery of project milestones.

9. Evaluation and Acceptance Criteria

Price will be a significant, but not the only, criteria in evaluating the proposals. NICTA will assess the success of the project based on the following critical criteria:

- Adherence to project timeline and milestones.
- Website design and functionality meeting specified requirements.
- Compliance with accessibility standards.
- User-friendliness and responsiveness of the website.
- Effective integration of content and interactive features.

10. Change Management

Any proposed changes to the project scope, schedule, or budget will be submitted in writing and approved by both parties.

11. Intellectual Property and Ownership

Upon project completion and final payment, all rights to the website design, code, and content will be transferred to the NICTA.

12. Confidentiality and Data Protection

The website designer/developer agrees to maintain the confidentiality of any sensitive information shared during the project and to implement appropriate data protection measures.

13. Legal and Compliance

The website designer/developer will ensure that the website complies with relevant laws, regulations, and standards, including accessibility standards and data privacy regulations.