



**TURKS AND CAICOS ISLANDS TELECOMMUNICATIONS  
COMMISSION**

**REQUEST FOR QUOTATION  
WEBSITE HOSTING & MAINTENANCE  
OF**

**([www.telecommission.tc](http://www.telecommission.tc))**

**September 23, 2020**

**PUBLIC NOTICE 2020-10**

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## INTRODUCTION

1. This Request for Quotation (RFQ) relates to the redesign, hosting & maintenance of [www.telecommission.tc](http://www.telecommission.tc) through contracted website developers; The RFQ outlines the general description and requirements and is issued for *eligible service providers* to submit proposals in response to this RFQ.
  
2. **The full set of Proposal Documents consist of the following:**
  - **Published RFQ Notice**
  - **PART A – Instructions to Bidders**
  - **PART B – General Requirements**
  - **PART C – Scope of Services**
  - **PART D – Contract Award**
  - **APPENDIX 1 – Evaluation Criteria**
  - **APPENDIX 2 – Contract Agreement**
  - **APPENDIX 3 – Proposal Envelope Label**
  - **Any Issued Addendum**

## PART A: INSTRUCTIONS TO BIDDERS (ITB)

### Proposal Submission

3. Proposals shall be submitted as follows: One (1) Proposal documents clearly label or Two (2) via email to: Kenva Williams, Director General at [consultations@tcitelecommission.tc](mailto:consultations@tcitelecommission.tc)
  
4. Proposals submitted in person or via courier must be enclosed in a sealed envelope with an Appendix 3, Proposal Envelope Label, attached firmly to the front. No additional marks should be placed on the envelope. Candidates are responsible for ensuring their proposals are completed and reaches the address as stated on the Proposal Envelope Label no later than **4:00 p.m. Turks and Caicos Islands time, on Friday, October 16, 2020**. Proposals submitted by email must include the subject line: **“WEBSITE HOSTING & MAINTENANCE FOR THE TURKS AND CAICOS ISLANDS TELECOMMUNICATIONS COMMISSION (2020)”**.
  
5. Proposals will be opened and considered at the scheduled Board meeting at the address as stated on the Proposal Envelope Label.
  
6. It is the candidate’s responsibility to ensure that their proposal is received on or before the expiration of the submission deadline time. Proposals received after the submission deadline will be rejected and returned unopened to the Candidate stamped **“LATE**

**PROPOSAL.**” Late proposals delivered packages will be returned unopened to the addressee on the courier receipt. If no return address is provided, such proposals will be opened to determine a return address.

7. Telegraphic proposals, proposals by Telex, or by fax will **not** be accepted. Proposals may be revised, modified, or withdrawn in writing, prior to the submission closing time specified. The revised or amended proposal should state that it supersedes the previous submission, identified as “**Revision to Proposal**”, provided that such revision is received before the date and time stipulated. Candidates will not be allowed to withdraw or modify their proposals after the deadline for submission. No proposal may be altered or amended after proposals are opened.
8. Proposals shall be submitted in English.
9. All prices quoted must be in United States Dollars (US\$) including all discounts, applicable fees and charges (TCI taxes and duties do not apply).
10. All proposals prices must be valid for at least **ninety (90)** calendar days from the proposal submission deadline date.
11. Candidates are required to submit a copy of their current Business License Certificate in the appropriate category or if unavailable, a current copy of their business license renewal Government Treasury Voucher payment receipt.
12. All queries and clarifications regarding this RFQ shall be submitted in writing, preferably via e-mail, and directed to:  
  
**Kenva Williams**  
**Director General**  
**TCI Telecommunications Commission**  
**Providenciales**  
**Turks and Caicos Islands**  
**Tel: (649) 946-1900**  
**E-mail: [kenvawilliams@tcitelecommission.tc](mailto:kenvawilliams@tcitelecommission.tc)**
13. The deadline for the submission of queries and requests for clarification from candidates is no later than **ten (10)** calendar days before the proposal submission date. Responses to queries will be circulated to all parties who obtained the RFQ documents in the form of an addendum. All addenda issued by the TCI Telecommunications Commission (“Commission”) prior to the proposal submission date shall be attached to and shall form part of the Proposal.
14. Proposals shall be submitted based on the services and details shown or specified in the RFQ.
15. **Information and Descriptive Literature:** Candidates must furnish all information requested in the ITB.

16. **Proposal Submittal Costs:** All costs associated with the submission of the proposal is the sole responsibility of the Candidate. The Commission shall in no way be liable or obligated for any costs accrued to the Candidate in submitting the proposal.
17. **Scope of Services:** If no specific reference is made to the Scope of Services, **PART C**, in the proposal submission, it will be assumed that all requirements will be met. All proposal submittals must clearly state with specific detail any variations to the requirements. Any such variations to the proposal may be subject to rejection by the Commission since the proposal does not meet the exact requirements of the Commission.
18. **Delivery Schedule:** The term of this contract is expected to run for a period of two months from the execution of the contract.
19. **Default:** Failure of the Candidate to deliver the services as stipulated in the scope of services, unless varied in writing by the Commission, shall constitute contract default. Failure to deliver at the administrative support will result in the Candidate having to repay the Commission for each event. Such amounts shall be deducted from payments due to the Candidate at the time of settlement. The contract may be cancelled or annulled by the Commission in whole or in part by written notice of default to the Candidate upon continued default, nonperformance, or violation of contract terms.
20. **Invoicing and Payments:** The Candidate shall invoice the Commission based on the fees/payment agreement schedule of the contract. Payment will be subject to the Commission being satisfied that the Candidate has performed their duties, obligations, and responsibilities under this Contract.
21. Candidates shall have no interest in any RFQ other than their own, and they shall have no connection with any person, firm or corporation making a proposal for the same services.
22. Candidates shall also note that:
  - Incomplete proposals and those that do not comply with the Scope of Services or do not conform to the RFQ may be subject to rejection and disqualification.
23. The Commission may declare bidding void when none of the candidates comply with the ITB and/or Scope of Services or when it is evident that there has been a lack of competition and/or that there has been collusion amongst Candidates and/or other participants.
  - The Commission reserves the right to accept or reject any proposal received.

## **PART B: GENERAL REQUIREMENTS**

These general guidelines apply to all services specified in this proposal package.

- The successful Candidate shall be responsible for delivering the services according to the scope of services included in the RFQ document.
- It is the responsibility of the Service Provider to ensure that services are delivered in accordance with the requirements of the ITB.
- The Candidates shall provide information on resiliency provisions, including how system outages and other disasters will be defended against, as well as system recovery and escrow procedures in the event of disasters.
- The Candidates must include documentation that competently demonstrates the technical and administrative capabilities of the hosting and maintenance of the Commission's website.
- The Candidate shall provide the legal name of the organization (as officially registered in its principal place of business), along with its physical address, telephone, and fax numbers. In support of this, Bidders must provide a certified copy or extract of the business registration, certification, or law that demonstrates the organization's legal status.

## **PART C: SCOPE OF SERVICES**

The successful candidate is required to develop a modern and professional website, one that has visual appeal and an intuitive design that is simplistic and easy to use. The website should be created in accordance with the industry best practices and should adhere to the following criteria below:

### **Criteria:**

1. Search engine optimization for priority search result ranking (using key search words etc.)
2. Clean and organized listing of activities of the Commission to include uploading of Tenders and other Notices etc.
3. The website should be built using current cross-platform coding applications.
4. The website should be compatible with ALL desktop and Mobile browser types with automatic detection and scaling.
5. Ability to Upload and manage departmental information (e.g. PDFs, pictures, etc.) via a secure administrative control panel or portal.
6. Ability to Add/Edit/Delete files uploaded via option 5 above.
7. Site-wide Search Engine facility for easy location of specific information.

8. The entire website should be dynamic in nature with CMS (Content Management System). The content management infrastructure should give the flexibility to modify the design.
9. The successful bidder will have to pass full design validation from the Commission before final design is accepted.
10. The Overall design, theme, flow, and layout of the website and all its related functions MUST follow best practices for presentation, appearance, usage, and overall functionality (i.e. Simple and clean is better than over-complicated animation and flashiness).
11. The Website Administrator should have FULL access and control over the entire structure and content via a secure management portal.
12. Dynamic content like News & Events should be easily uploaded or linked to appear on Homepage with *Read more* click-through links that open up to News and Events page. This content MUST be date stamped to enable same to be shifted automatically to the Archive section of the website for historic retrieval when needed.
13. There should be a Site Map for easy navigation of the website. This must be clearly defined and structured.
14. Archive pages/section: For all non-current uploaded news, events, meeting, photos, and documents. This section/pages MUST be searchable via date and subjects as needed.
15. Page/Content Visit count log. There should be an active record kept of unique page visits thus enabling statistics to be ran for Most popular page visited, most link clicked etc.
16. Photo Gallery: Administrator controlled dynamic gallery containing relevant photos. This gallery should be organised by categories and dates to allow for accurate management of photo content.
17. Contact Us page/Links: This area/section of the website should contain all the relevant contact information pertaining to the Commission. Links to Facebook, Twitter and other related Social media sites used by the Commission should form a part of this section/feature of the website.
18. Dynamic Event Calendar: This Online Calendar should list by date past, present and future events deemed relevant to the Commission. The ability to live-link this calendar with the Commission's MS Exchange calendar would be a plus.
19. Organization Chart: *Details shall be provided by the Commission.*
20. The Fonts used for headers and subject texts should be standardised across the entire website for consistency and conformity (i.e. Header font should be the same on all pages, the same applies to paragraphs etc.). All content (informational and legal) should be in UK English unless deemed otherwise.
21. Online recruitment system: Registered users (consultants and potential staff, etc.).
22. Website Security is of the highest priority and must be demonstrated prior to final acceptance by the Commission. Such security must be sourced from reliable and sustainably secured provider.
23. The website should support social media integration to connect with the Commission's existing social media accounts.
24. The website must provide mechanism to facilitate online payments and integration with licensing/financial system.

25. The website must allow the submission of complaints through webpage or provide the capability to interface with external complaints management system.

**Training and Maintenance Support:**

26. The successful Bidder will provide training at the Commission's premises to 8 staff members without any extra cost.
27. The website module should have free support/facilitation for a period 3 months from the date of commissioning the website.

## **PART D: CONTRACT AWARD**

1. Subject to the evaluation of the proposals, the Commission will award the Contract to the Candidate whose proposal has been determined to be substantially responsive. This Candidate shall be invited for further negotiations.
2. The Commission does not bind itself to accept the lowest priced proposal.
3. The Commission reserves the right to annul the RFQ process and reject all proposal at any time prior to award of the Contract, without thereby incurring any liability to the affected Candidate(s) on the grounds for the actions of the Commission.
4. Prior to the expiration of the bid validity period, the Commission will notify the Candidates in writing as to whether the Commission is considering their proposals and wishes to negotiate details of the Contract in accordance with the General Requirements and Technical Specifications of this RFQ.
5. The preferred bidder will be required to enter into a Contract approved by the Commission. The draft Contract, **Appendix 2**, is attached.
6. The Commission reserves the right to annul a notice of award of Contract, without liability, if during contract negotiations the preferred bidder (i) proposes any change substantially different from that contained in the Invitation to Bid or (ii) is unable to comply with any pre-condition to the execution of the Contract.
7. The Commission reserves the right to terminate the Contract by written notice if the Service Provider fails to meet the terms and conditions of the Contract.



## APPENDIX 1: EVALUATION CRITERIA

### Pre-Qualification Criteria

Item	Requirement		Yes	No
1.	I have enclosed a completed signed copy of the attached Certificate of Non-Collusion.	Optional	<input type="checkbox"/>	<input type="checkbox"/>
2.	I have enclosed copies of: - Current Business License Certificate in the appropriate category (or receipt of payment), Certificate of Good Standing ( <i>if a Limited Company</i> ) or Certificate of Registration ( <i>for other entities</i> ).	Required	<input type="checkbox"/>	<input type="checkbox"/>
3.	I certify that neither I nor any of the other Directors or Principals of the Company have any conflict of interest within this tender.	Required	<input type="checkbox"/>	<input type="checkbox"/>
4.	I certify that no Contracts with the Company have been cancelled for non-performance in the last 5 years.	Required	<input type="checkbox"/>	<input type="checkbox"/>
5.	I declare that no bankruptcy or insolvency proceedings are held against the Company or its Principals.	Required	<input type="checkbox"/>	<input type="checkbox"/>
6.	I declare that there is no litigation against the Company, its Principal(s) or as a Service Provider.	Required	<input type="checkbox"/>	<input type="checkbox"/>
7.	I have enclosed proof that National Insurance Board and National Health Insurance Contributions are up to date ( <i>letters of good standing</i> ).	Optional	<input type="checkbox"/>	<input type="checkbox"/>
8.	I have included comments on the Draft Contract to improve the Contract between the Commission and the Candidate ( <i>if no comments are attached it is understood that the Tenderer will be content to agree the Contract without amendments. All comments and amendments are to be inputted using Word track changes</i> ).	Optional	<input type="checkbox"/>	<input type="checkbox"/>
9.	Any other supporting information that will justify your proposal prices.	Optional	<input type="checkbox"/>	<input type="checkbox"/>

I certify that I have read the whole of the Invitation to Bid and that the above information is true and correct.

\_\_\_\_\_  
Signature of Principal of Service Provider

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Capacity

Name of Company or Individual	Is company in good standing

**Note:**

- The Candidate is responsible for the vetting of all sub-contractors.
- The Commission reserves the right to conduct a background check or request background information on any or all sub-contractors from the Contractor.
- The Commission reserves the right to reject the hiring of any sub-contractor should they failed the vetting process.

### Technical Criteria

The technical proposal will be evaluated using the criteria below:

	Description	Maximum points
1	Demonstrate that the company has sufficient equipment, labor, and other resources to execute Website services in a timely manner.	5
2	Availability of backup services for emergency purposes.	5
3	Ability to deliver services as required by the Commission.	5
	<b>Total Points attainable</b>	<b>15</b>

The Total Score assigned to the Technical Criteria is **fifteen (15) points**. Candidates will be required to meet a minimum technical score of **ten (10) points**. No tender will be considered with a technical score of less than **ten (10) points**.

## Price Criteria

The Price Criteria will be evaluated according to the following formula and table format below. The total score assigned to the Price Criteria is **eighty-five (85) points**.

$$\frac{\text{Lowest price submitted for services}}{\text{Candidate's Price for services}} \times 85 = \text{Financial Score (Y) awarded to}$$

No	Bidder	Bid Price	Corrected Bid Price	Financial Score (Y)

## Overall Score

This overall score (out of 100) will be calculated by combining the total scores from the technical and price evaluation.

No	Bidder	Met Pre-qualification Criteria	Original Price US\$	Corrected Price US\$	Technical Score (X)	Financial Score (Y)	Total Score (X) + (Y)	Ranking

The preferred bidder is the Candidate with the highest score whilst meeting all of the requirements above. The preferred bidder will be invited to negotiate a contract with the Commission.

## **APPENDIX 2: DRAFT WEBSITE CONTRACT AGREEMENT**

### **TURKS AND CAICOS ISLANDS TELECOMMUNICATIONS COMMISSION WEBSITE HOSTING & MAINTENANCE SERVICES AGREEMENT**

**THIS AGREEMENT** is made the \_\_\_\_\_ day of \_\_\_\_\_ 2020

**B E T W E E N:**

The **Turks And Caicos Islands Telecommunications Commission**, hereinafter called (“**the Commission**”) **OF THE FIRST PART**

**A N D**

**The Tenderer**, whose office is located at, Turks and Caicos Islands, hereinafter called (“**the Contractor**”) **OF THE SECOND PART.**

**NOW THIS AGREEMENT WITNESSETH** as follows:

#### **GENERAL**

1. In consideration of the payment(s) to be made by the Commission to the Contractor as hereinafter mentioned, the Contractor hereby agrees with the Commission to supply such goods and perform the Services in conformity with the provisions of the Agreement and the Commission hereby agrees to pay the Contractor in consideration of the performance of the Services, in the amount and manner as prescribed by the Agreement which includes Schedule 1 annexed hereto.
2. All monetary figures within this Agreement are quoted in United States Dollars.

#### **CONDITIONS**

##### **3. Scope of Services**

- 3.1** The Contractor shall perform the Services in accordance with the Agreement. The scope of the Services to be performed is stated in Schedule 1 of the Agreement.

**3.2** Time is of the essence in respect of obligations in the Agreement to perform certain actions or do certain things by a given date.

#### **4. Engagement**

The Contractor's engagement under this Agreement for the performance of the Services starts on the Commencement Date of Services and shall continue for a period of two months until the expiry of the Agreement on the agreed Completion Date for rendering the Services. The Commencement Date of Services and the Completion Date of Services are stated in Schedule 1 of the Agreement.

#### **5. Duties and Responsibilities**

**5.1** The Contractor shall perform all the Services under the Agreement for the duration of the Agreement, shall assist and provide prompt advice on any matter within the scope of its duties under the Agreement.

**5.2** The Contractor shall exercise all reasonable skill, care, and diligence in the performance of its duties under the Agreement.

**5.3** During this Agreement, the Contractor shall act loyally and faithfully to the Commission and shall not do anything harmful or to harm the reputation or activities and interests of the Commission.

**5.4** The Contractor shall make itself available in the Normal Business hours of the Commission when the Contractor's work requires coordination with the employees, agents, or representative of the Commission.

**5.5** The Contractor shall perform all other services in the ordinary course of its activities which are reasonably necessary for the proper performance of the Services agreed under the Agreement.

**5.6** The Contractor will secure at its own expense all personnel required in the performance of the Services under the Agreement, who shall be fully qualified to perform such Services. Such personnel shall not be employees of or have any contractual relationship with the Commission.

**5.7** For the purpose of this Agreement, the word "Contractor" may also mean the employees, personnel, agents, and representatives of the Contractor.

**5.8** The Contractor shall not sub-contract or assign any rights or obligations under the Agreement without the prior written consent of the Commission.

**6. Commission's Property**

Anything supplied by or paid for by the Commission for the use of the Contractor shall be the property of the Commission, and where applicable shall be so marked. When the Services are completed or terminated, the Contractor shall furnish inventories to the Commission of what has not been consumed in the performance of the Services and shall deliver it as directed by the Commission.

**7. Confidential Information**

Except as authorised or required in the performance of the Services, the Contractor shall keep confidential, any confidential information concerning the business or affairs of the Commission which the Contractor may have acquired in the course of or incidental to the conduct of the work under this Agreement. The Contractor shall not use or disclose, and shall use its best endeavours to prevent the use or disclosure of, any of the Commission's confidential information, which includes but is not limited to information relating to the organisation, transactions, finances, technology, processes, specifications, methods, designs, formulae or other of the Commission's activities or affairs or those concerning the Commission's staff and/or suppliers either during the duration of this contract or at any time thereafter.

**8. Place of Work**

During the effective performance of the Contractor's duties, the Contractor will be based at the Place of Performance of Services as stated in Schedule 1 of the Agreement but may be required to travel to such other places as the Commission shall require.

**9. Performance**

The Commission and the Contractor agrees that the work will be evaluated and assessed to ensure that it is of a high quality and meets the Commission's standards.

**10. Fees/Payments**

Except as expressly stated in the Agreement, there shall be no additional fees, charges or expenses incurred by the Commission. In consideration for the Performance of Services under this Agreement by the Contractor, the Commission shall pay to the Contractor the total contractual amount of **\$x.00**. Payment shall become due within one (1) month of receipt of the Contractor's invoice, which the Contractor shall render to the Commission after the Contractor's performance of the Services milestones under the Agreement.

Invoice payments shall be paid in the following tranches.

**10.1 First Payment** equivalent to 50% (actual percentage to be determined by the Commission and the Contractor upon issuing of the notice of award to the Contractor) of the Agreement totaling **(\$x.00)** after the signing of the Agreement and upon the submission by the Contractor to the Commission of an invoice.

**10.2 Second Payment** equivalent to 25% (actual percentage to be determined by the Commission and the Contractor upon issuing of the notice of award to the Contractor) of the Agreement totaling **(\$x.00)** on completion of the milestone (to be determined by the Commission and the Contractor upon issuing of the notice of award to the Contractor) and the submission by the Contractor to the Commission of an invoice.

**10.3 Third and Final Payment** equivalent to 25% (actual percentage to be determined by the Commission and the Contractor upon issuing of the notice of award to the Contractor) of the Agreement totaling **(\$x.00)** on completion of the milestone (to be determined by the Commission and the Contractor upon issuing of the notice of award to the Contractor) and the submission by the Contractor to the Commission of an invoice.

## **OBLIGATIONS OF THE COMMISSION**

### **11. Information**

The Commission shall so as not to delay the rendering of the Services and within a reasonable time give to the Contractor all information in its power.

## **OBLIGATIONS OF THE CONTRACTOR**

### **12. Insurance and Indemnities**

**12.1** The Contractor shall be liable for and shall indemnify the Commission against any expense, liability, loss, claim or proceedings in respect of any personal injury or death, or any loss of or injury or damage to any property real or personal insofar as such loss, injury or damages arises out of, in the course of, in connection with or by reason of the performance of the Services hereunder and to the extent that the same is due to any negligence, breach of statutory duty, omission or default of the Contractor.

**12.2** The Contractor shall at all times maintain in force such policies of insurance with reputable insurers and shall fully insure and indemnify the Commission against all liability which may be incurred under Clause 5.

**12.3** The Contractor warrants that they have fully satisfied themselves as to the scope and nature of the Services and of the obligations under the Agreement.

### **13. Other Requirements**

- 13.1** The Contractor shall provide information on resiliency provisions, including how system outages and other disasters will be defended against, as well as system recovery and escrow procedures in the event of disasters.
- 13.2** The Contractor must include documentation that competently demonstrates the technical and administrative capabilities of the hosting and maintenance of the Commission's website.
- 13.3** The Contractor shall deliver administrative support for three (3) months from the date of commissioning the website. Failure to do so will result in the Contractor having to repay the Commission for each instance of such event occurring. Such amounts shall be deducted from payments due to the Contractor at the time of settlement.

## **SUPPLEMENTARY**

### **14. Termination**

- 14.1** This Agreement shall have effect from the date of signing and shall continue until the expiration of the Agreement completion date, unless terminated earlier in accordance with these Termination Terms.
- 14.2** The Agreement for the performance of the Services may be terminated by the Commission by serving two (2) weeks written notice on the Contractor, unless otherwise provided in the Particulars.
- 14.3** The Commission shall in addition have the right to terminate this Agreement by written notice to the Contractor immediately and without liability for compensation or damages if the Contractor:
  - 14.3.1** fail to comply with any express or implied obligations under the Agreement;  
or
  - 14.3.2** fail or cease to perform the duties under the Agreement to the Commission's reasonable satisfaction; or
  - 14.3.3** become unable or are prevented from carrying out the duties under this Agreement for any cause for a period exceeding three (3) weeks any time after the commencement date.



**15. Warranty**

Each of the parties warrants its power to enter into this Agreement and has obtained all necessary approvals to do so.

**16. Amendments**

No amendments or modification of this Agreement or any provisions or the Schedule of this Agreement shall be valid unless made in writing and signed by both parties to this Agreement.

**17. Governing Law**

The Agreement shall be governed by the Laws of the Turks and Caicos Islands, and the Courts of the Turks and Caicos Islands shall have exclusive jurisdiction over all matters regarding the Agreement.

**18. Notices**

Any notice or other communication required or permitted to be given hereunder shall be sent either by email, or facsimile, or delivered by hand against receipt, addressed as follows:

If to the Commission: Kenva Williams  
Director General  
TCI Telecommunications Commission  
P.O. Box 203  
872 Business Solutions Building  
Leeward Highway  
Providenciales  
Turks and Caicos Islands  
Tel: (649) 946-1900  
Fax: (649) 946-1119  
Email: info@tcitelecommission.tc

If to the Contractor: Company  
Officer name  
Address  
Island  
Turks and Caicos Islands  
Tel:  
Fax:  
Email:

or at such other place as the relevant party may, giving reasonable notice, direct in writing.

Any notice sent by email or facsimile shall be deemed to have been received the next business day after delivery to a proper transmitting agent, unless previously received hereunder.

**19. Entire Agreement**

This Agreement inclusive of Schedule 1 constitutes the entire Agreement between the parties and supercedes and replaces all agreements, arrangements and understandings relating to the subject matter hereof, whether reduced to writing or not, that may have preceded this Agreement.

**SCHEDULE 1**

**PARTICULARS OF SERVICES**

**Contractor:** The Contractor

**Address:** Island, Turks and Caicos Islands

**Details of Services to Perform under the Agreement:**

The Work and Services to be perform are the redesign, hosting and maintenance of [www.telecommission.tc](http://www.telecommission.tc) website and applicable training of staff. The details of the Services to be perform is contained in “Part C: Scope of Services” of the Commission’s “Request For Quotation Public Notice 2020-10” document annexed to the Scope of Works contain within these Particulars of Services.

In performing the Services, the Contractor is expected to adhere to the procedures, guidelines, requirements, and scope of work detailed in “Part C: Scope of Services” as annexed to the Scope of Works contained within these Particulars of Services.

**Normal Business Hours:** 8:30am to 4:30pm

**Place of Performance of Services:** The office of the Contractor

**Commencement Date of Service:** \_\_\_\_ day of \_\_\_\_\_ 2020

**Completion Date of Service:** \_\_\_\_ day of \_\_\_\_\_ 2020

### **Scope of Works:**

1. The Contractor agree to perform the Services and deliver a completed product to the Commission within the agreed time based on “Part C: Scope of Services” detailed in the Commission’s “Invitation to Tender Public Notice 2020-10” document annexed hereto.

## **PART C: SCOPE OF SERVICES**

The Contractor is required to develop a modern and professional website, one that has visual appeal and an intuitive design that is simplistic and easy to use. The website should be created in accordance with the industry best practices and should adhere to the following criteria below:

### **Criteria:**

1. Search engine optimization for priority search result ranking (using key search words etc.)
2. Clean and organized listing of activities of the Commission to include uploading of Tenders and other Notices etc.
3. The website should be built using current cross-platform coding applications.
4. The website should be compatible with ALL desktop and Mobile browser types with automatic detection and scaling.
5. Ability to Upload and manage departmental information (e.g. PDFs, pictures, etc.) via a secure administrative control panel or portal.
6. Ability to Add/Edit/Delete files uploaded via option 5 above.
7. Site-wide Search Engine facility for easy location of specific information.
8. The entire website should be dynamic in nature with CMS (Content Management System). The content management infrastructure should give the flexibility to modify the design.
9. The successful bidder will have to pass full design validation from the Commission before final design is accepted.
10. The Overall design, theme, flow, and layout of the website and all its related functions MUST follow best practices for presentation, appearance, usage, and overall functionality (i.e. Simple and clean is better than over-complicated animation and flashiness).
11. The Website Administrator should have FULL access and control over the entire structure and content via a secure management portal.
12. Dynamic content like News & Events should be easily uploaded or linked to appear on Homepage with *Read more* click-through links that open up to News and Events page. This content MUST be date stamped to enable same to be shifted automatically to the Archive section of the website for historic retrieval when needed.
13. There should be a Site Map for easy navigation of the website. This must be clearly defined and structured.
14. Archive pages/section: For all non-current uploaded news, events, meeting, photos, and documents. This section/pages MUST be searchable via date and subjects as needed.
15. Page/Content Visit count log. There should be an active record kept of unique page visits thus enabling statistics to be ran for Most popular page visited, most link clicked etc.

16. Photo Gallery: Administrator controlled dynamic gallery containing relevant photos. This gallery should be organised by categories and dates to allow for accurate management of photo content.
17. Contact Us page/Links: This area/section of the website should contain all the relevant contact information pertaining to the Commission. Links to Facebook, Twitter and other related Social media sites used by the Commission should form a part of this section/feature of the website.
18. Dynamic Event Calendar: This Online Calendar should list by date past, present and future events deemed relevant to the Commission. The ability to live-link this calendar with the Commission's MS Exchange calendar would be a plus.
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21. Online recruitment system: Registered users (consultants and potential staff, etc.).
22. Website Security is of the highest priority and must be demonstrated prior to final acceptance by the Commission. Such security must be sourced from reliable and sustainably-secure provider.
23. The website should support social media integration to connect with the Commission's existing social media accounts.
24. The website must provide mechanism to facilitate online payments and integration with licensing/financial system.
25. The website must allow the submission of complaints through webpage or provide the capability to interface with external complaints management system.

**Training and Maintenance Support:**

26. The successful Bidder will provide training at the Commission's premises to eight (8) staff members without any extra cost.
27. The website module should have free support/facilitation for a period 3 months from the date of commissioning the website.

**IN WITNESS** whereof the parties hereto have caused this Agreement to be executed the day and year first before written in accordance with the laws of the Turks and Caicos Islands.

Executed for and on behalf of **The Turks & Caicos Islands Telecommunications Commission** by

\_\_\_\_\_  
**SEAN PENN, Chairman**  
**Turks and Caicos Islands Telecommunications Commission**

In the presence of:

\_\_\_\_\_  
**WITNESS**

The Corporate Seal of **the Contractor** was hereunto affixed by its duly authorize officer(s)

\_\_\_\_\_  
**DIRECTOR**

In the presence of:

\_\_\_\_\_  
**WITNESS**

## **APPENDIX 3: RFQ ENVELOPE LEVEL**

**Proposal for:**

**WEBSITE HOSTING & MAINTENANCE FOR THE TURKS AND CAICOS ISLANDS  
TELECOMMUNICATIONS COMMISSION (2020)**

**To be returned by: 4:00pm on Friday, October 16, 2020**

**RFQ - Public Notice 2020-10**

**To: Kenva Williams  
Director General  
TCI Telecommunications Commission  
Providenciales  
Turks and Caicos Islands  
Tel: (649) 946-1900**