



Din I-Art Helwa

CLARIFICATION NOTE

To all Tenderers.

Kindly note changes in timetable below

	DATE	TIME
Clarification Meeting/Site	N/A	N/A
Deadline for request for any additional information from the NGO Clarification requests should be addressed to: <i>tenders@dinlarthelwa.org</i>	4th September 2018	17:00
Last date on which additional information can be issued by the NGO	8 th September 2018	17:00
Deadline for submission of tenders/Tender opening session	13 th September 2018	12:30

George Camilleri
Din I-Art Helwa

This project has been funded through the Voluntary Organizations Project Scheme managed by the Malta Council for the Voluntary Sector on behalf of Parliamentary Secretary for Youth, Sports and Voluntary Organizations within the Ministry for Education and Employment



Din I-Art Helwa

**TENDER FOR THE PROVISION OF A WEB PLATFORM,
WEBSITE REDESIGN, MEMBERSHIP SYSTEM,
VOLUNTEERS DATABASE AND ONLINE SHOP**

Din I-Art Helwa

133, Melita Str., Valletta, VLT 1123

Tel: 35621225952

Email: tenders@dinlarthelwa.org

<https://dinlarthelwa.org/tenders>

This project has been funded through the Voluntary Organizations Project Scheme managed by the
Parliamentary Secretary for Youth, Sports and Voluntary Organizations within the Ministry for Education and Employment

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SECTION 1 – INSTRUCTIONS TO TENDERERS

General Instructions

1. The subject of this tender is the provision of a web platform, website redesign, membership system, volunteers' database and online shop for Din l-Art Ħelwa.
2. Tender details are as follows:

Reference Number:	DLH-ICT/08/2018
Date Published:	6th August 2018
Deadline for Submission	31th August 2018 at 9:30am
3. In submitting a tender, the tenderer accepts in full and in its entirety the content of this tender document, including subsequent Clarifications issued by the Non-Governmental Organization (NGO), whatever the economic operator's own corresponding conditions may be, which through the submission of the tender is waived. Tenderers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this tender document. These Instructions to Tenderers complement the General Rules Governing Tenders for NGOs Version 1.0.
4. No account can be taken of any reservation in the tender in respect of the procurement documents; any disagreement, contradiction, alteration or deviation shall lead to the tender offer not being considered any further.
5. Prospective tenderers must submit their offer in a sealed envelope by depositing it in the tender box, located at Din l-Art Ħelwa, 133, Melita Street, Valletta by 31 August 2018 at 0930 hours. The Tender reference number and tender title must be clearly indicated on the otherwise unmarked sealed envelope. Any references in the tender document or tender forms to uploading of tender documentation and forms are to be ignored. Tenderers must submit one original tender offer as well as a soft copy on a USB or CD placed inside the sealed envelope.
6. Prospective tenderers take full responsibility for submitting their offer by the set tender submission deadline.
7. The cost of producing the tender reply is to be borne completely by the tenderer.

Note:

Where in this tender document a standard is quoted, it is to be understood that Din l-Art Ħelwa will accept equivalent standards. However, it will be the responsibility of the respective bidders to prove that the standards they quoted are equivalent to the standards requested by Din l-Art Ħelwa.

The place of acceptance of works shall Din l-Art Ħelwa, 133 Melita Str. Valletta and the time-limits for the execution of the contract shall be a total of 60 days from the date of order to start works.

Variant Solutions

Variant solutions are not permissible.

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Financing

This project is partly financed through the Voluntary Organizations Project Scheme which is an initiative that falls under the Ministry for Education and Employment (MEDE), and is managed and administered on its behalf by the Malta Council for the Voluntary Sector (MCVS).

Tenderer's Technical Offer in response to specifications.

The Tenderer's Key Personnel engaged in the project is the Project Manager whose name, position in organization, telephone number and email address must be submitted with the tender documents. The Project Manager has the overall responsibility for the successful initiation, planning, design, execution, monitoring, controlling and closure of a project

Sub-contracting

Sub-contracting is not allowed.

Financial Offer

A filled-in Financial Bid Form is to be submitted as per document attached at the end of this tender document.

Tenderers will be requested to either clarify/rectify any incorrect and/or incomplete documentation, and/or submit any missing documents within five working days from notification. Rectification is subject to a non-refundable administrative fee of €50.

No rectification shall be allowed. Only clarifications on the submitted information may be requested.

Tender Guarantee (Bid bond)

A Bid Bond for 1500 Euro, valid for 60 days from date of submission, is to be included with the Tender reply.

Criteria for Award

The sole award criterion will be the price. The contract will be awarded to the tenderer submitting the cheapest priced offer satisfying the administrative and technical criteria.

SECTION 2 – PROCUREMENT REGULATIONS

Any tenderer or candidate concerned, or any person, having or having had an interest or who has been harmed or risks being harmed by an alleged infringement or by any decision taken including a proposed award in obtaining a contract, a rejection of a tender or a cancellation of a call for tender after the lapse of the publication period, may file an appeal by means of an objection to Din I-Art Helwa Review Board, which shall contain in a very clear manner the reasons for their complaints.

The objection shall be filed within ten calendar days following the date on which Din I-Art Helwa has sent by email its proposed award decision, or the rejection of a tender, or the cancellation of the call for tenders after the lapse of the publication period.

The objection shall only be valid if accompanied by a deposit of €2,500 which may be refunded as Din I-Art Helwa may decide in its decision.

Din I-Art Helwa shall be precluded from concluding the contract during the period of ten calendar days allowed for the submission of appeals. The award process shall be completely suspended if an appeal is eventually submitted.

The procedure to be followed in submitting and determining appeals as well as the conditions under which such appeals may be filed shall be the following:

Din I-Art Helwa will validate the application by checking that it meets the necessary requirements of the tender documents.

The appeal of the complainant shall be published on Din I-Art Helwa website and shall be communicated by email to all participating tenderers.

Any decision by Din L-Art Helwa shall be made public by publishing it on the website of the same Din L-Art Helwa.

Din I-Art Helwa and any interested party may, within ten calendar days from the day on which the appeal is Din L-Art Helwa's website, file a written reply to the appeal.

Within three working days of the publication of the replies, Din I-Art Helwa shall prepare a report analyzing the appeal and any reply to it. This report shall be circulated to the persons who file an appeal and to all parties who submitted a reply to the appeal.

Din I-Art Helwa shall inform all the participants of the call for tenders of the date when the appeal will be heard.

When the oral hearing is concluded, Din L-Art Helwa, if it does not deliver the decision on the same day, shall reserve decision for the earliest possible date to be fixed for the purpose, but not later than six weeks from the day of the oral hearing.

After evaluating all the evidence and after considering all submissions put forward by the parties, Din I-Art Helwa shall decide whether to accede to or reject the appeal.

Time Table

	DATE	TIME
Clarification Meeting/Site	N/A	N/A
Deadline for request for any additional information from the NGO Clarification requests should be addressed to: <i>tenders@dinlarthelwa.org</i>	20th August 2018	17:00
Last date on which additional information can be issued by the NGO	25th August 2018	17:00
Deadline for submission of tenders/Tender opening session	30th August 2018	12:30

Lots

This tender is not divided into lots

Variant Solutions

Variant solutions are not permissible

Financing

This project is partly financed through the Voluntary Organisations Project Scheme which is an initiative which falls under and is managed the Ministry for Education and Employment (MEDE), and is managed and administered on its behalf by the Malta Council for the Voluntary Sector (MCVS).

Clarification meeting/ Site visit

No clarification meeting will be held for this tender. Meetings between economic operators and the NGO, other than that provided in this clause during the tendering period are not permitted.

Selection and Award Criteria

In order to be considered eligible for the award of the contract, economic operators must provide evidence that they meet or exceed certain minimum criteria described hereunder.

Eligibility Criteria

A Bid Bond for €1500, valid for 60 days from date of submission, is to be included with the Tender reply.

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SECTION 3 – SPECIAL CONDITIONS

Law and language of the Contract

The language used shall be English.

The Laws of Malta shall apply in all matters not covered by the provisions of the contract.

Notices and Written Communications

Din I-Art Helwa
133, Melita Street
Valletta, VLT 1123
Tel: 21225952
Email: tenders@dinlarthelwa.org

Communications

Communications between Din I-Art Helwa on one hand and the Contractor on the other, shall be exclusively in writing and in the English language. Specific and standard procedures of communication (templates of request for information, contract submittal, site instructions, time of communication and for replies, frequency of meetings) shall be agreed between Din I-Art Helwa and the winning bidder within fifteen (7) days from the Commencement Date of the Contract.

Obligations of the Contractor

The Contractor shall, within 7 calendar days of receipt of the contract, sign and date the contract and return it to Din I-Art Helwa.

Medical, Insurance and Security Arrangements

The contractor shall furnish and maintain a Professional Indemnity insurance cover of minimum €500,000 throughout the entire period of execution of the contract up to the issue of the Final Acceptance Certificate.

Warranty

The contractor is to offer a 2 year warranty of the approved software and hardware system.

Delays in Execution

A daily penalty of Five Euros (€50) will be charged to the Contractor if the Contractor fails to satisfactorily provide the requested services as stipulated in this Contract (delay penalty). An administrative penalty of One Hundred Euros (€100) will be charged per default (infringement) to the Contractor if the service is found to be seriously lacking in quantity, quality or efficiency and if the Contractor breaches any other conditions and requirements stipulated in this Contract. In such cases, Din I-Art Helwa will issue Notification Warning letters or Default Notices, notifying the Contractor of his/her breach of contract and requesting immediate remedial action by the Contractor who shall remedy the failure within three working days from the notification, or as may be otherwise required by Din I-Art Helwa. In the case of administrative penalties, Din I-Art Helwa may re-apply the penalty for the same original infringement if the Contractor fails to remedy same within either the default three-day period or other timeframe requested by Din I-Art Helwa.

Penalties will be charged by Din I-Art Helwa up to a maximum limit of 20% of the total contract price.

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Upon reaching the maximum limit for penalties, Din l-Art Helwa reserves the right to terminate the contract following a one week written notice and seek the services of a third party for the completion of the services.

Moreover, Din l-Art Helwa reserves the right to engage other Contractors to execute the contract or part thereof and any extra expenses incurred, further to the contract rates and prices, shall be borne by the Contractor.

Should the above be applied, the final sum due to the Contractor shall be determined upon the expiry of the notice period indicated and any penalties or extra costs shall be deducted accordingly.

Should loss of EU funds result due to delays emanating from lack of performance of the Contractor throughout the contract, the Authority reserves the right to claim compensation there from.

Revision of Prices

The revision of prices will only be considered in case of an unforeseen Statutory price increase.

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SECTION 4 - REPORTING

Interim Progress Reports

An Interim progress report must be submitted after one month of the start of execution of the contract.

The progress report must include any deviations foreseen from the project deliverables and explanations how these are to be overcome as well as cost control updates.

Completion Report

The Contractor must submit a completion report for the approval of Din l-Art Helwa once works, snags and Provisional Acceptance certificates have been duly completed. The respective completion report will be approved by Din l-Art Helwa following which the Contractor will issue the corresponding invoice.

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SECTION 5 - TECHNICAL SPECIFICATIONS

To cover:

Activity 1: Development of Membership Software System

Activity 2: Volunteers Database

Activity 3: Online ticket selling

Activity 4: Website Redevelopment with Mass eMailing

Activity 1: Development of Membership Software System.

Membership in DLH is critical for a number of reasons these include;

- income from membership fees
- attracting local and foreign membership
- better involvement of members in various activities of DLH
- improving communication with members

Currently DLH has a manual membership system which is completely outdated and very inefficient. The existing system which is simply an accounting entry into SAGE for membership payments does not include any form of reporting making it very difficult to analyze data and take appropriate actions. The membership payment system relies on either cheques sent by post or members paying in person by visiting the DLH premises in Valletta. This is not at all attractive with younger and middle aged potential members who are much more used to pay online. This can be seen from a quick analysis of the membership base of DLH shows that the absolute majority of all members are 60+.

Project Deliverables

1. System analysis.

The supplier must offer a complete system analysis to match the software solution being offered with the operational requirements of DLH. The supplier will allocate 80 man hours to cover a detailed specification of the system and conduct discussion with DLH. The supplier will draw up a detailed system analysis report, based on these guidelines, explaining in detail how it will operate.

2. Initial System functionality specification

- 2.1. A membership database which will store complete details of the members
- 2.2. A searchable facility which will filter membership data to be able to extrapolate filtered data of members
- 2.3. A reporting facility which will allow the system administrator to build reports on the all data collected / not just related to membership details but also financial data. Reporting must allow for apportioning of income by accounting period and not just by date received.
- 2.4. Access rights – different users will have different rights eg whilst some users can input membership data not everyone would be able to view the financial reports.

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- 2.5. The system must support multiple membership levels and schemes. The system administrator should be able to create new membership packages and update their prices.
- 2.6. Renewals – The system must support the following functionality with regards to renewals: Automated renewals will be sent by email to members on predefined dates prior to the membership expiry. If the client prefers to receive the renewal by snail mail especially for those customers who pay by check the system will automatically print the renewal letters. The system should give the possibility of the membership renewing automatically if the client chooses this option. A secure way of storing credit card details for such clients will need to be provided.
- 2.7. Membership Payment Systems - The membership system must be able to accept different payment methods both online and offline.
- 2.8. Online payment solutions to include PayPal as well as credit Card and debit card payment. The supplier must guide DLH through the whole setup of;
 - 2.8.1. Setting up a Paypal Account to accept PayPal payments, DLH currently does not have a credit Card and supplier must assist DLH re bank setup etc.
 - 2.8.2. Setup a internet merchant account with a local bank to accept online payments via credit card and/or debit cards. This will also include, helping DLH to identify an Electronic Payment Gateway provider and on behalf of DLH setup the system with the EPG and Bank.
- 2.9. Whilst every effort will be placed to ensure clients start paying their membership online once the system is launched we are aware that some users (especially older generation ones) will not be very computer savvy and will still want to pay by cheque or by visiting DLH office in Valletta. The system must also accept cash / cheque payments received by post or physically.
- 2.10. Membership card printer – The supplier is to provide a card printer to allow DLH to print full colour, personalized, on demand membership cards. The supplier must supply the following:
 - 2.10.1. Full colour card Printer including an initial kit of cards + consumables for 3000 Cards
 - 2.10.2. Software to allow DLH to directly design, personalize and print its own membership cards.
 - 2.10.3. Include a 2 year warranty and maintenance service to support the card printing solution
- 2.11. System maintenance – The supplier must include with his offer a complete maintenance solution to cover the operation of the system for the first two years and a yearly fee for each there thereafter. The maintenance must cover:
 - 2.11.1. System upgrades / updates to ensure that the membership system is meeting the expectations and requirements of DLH
 - 2.11.2. An SLA covering support during office hours Monday to Friday. Reported issues must be actioned by supplier within two hours of receipt. Support will cover:
- 2.12. Membership System Support
 - 2.12.1. Online payment support – including liaising with the EPG and Banks should the problem be from their side
 - 2.12.2. Hardware support related to any hardware (server / local or hosted) to ensure a 99.9% uptime.
 - 2.12.3. A bundle of 20 emergency support hours must be quoted for – these emergency hours will be used during off office hour times, weekends and public holidays. Supplier

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is to include the price as optional for additional bundles of 20 support hours.

- 2.13. Training – comprehensive training must be offered to DLH staff to switch from the current manual membership system to a fully computerized one. Current staff is not very computer literate and will require hands on on-site training for at least 3 members of staff. Supplier must allocate 30 hrs in training prior to the start of the new membership system and a bundle of another 30 units which can be used by DLH when required such as new staff joining, launches of new versions of the membership software.
- 2.14. Migration of existing members - The supplier must :
 - 2.14.1. import the existing members database into the new members database.
 - 2.14.2. create a new account for each of these members in the new membership system
 - 2.14.3. assist in personalised communication via the mass emailing system to inform these members of their account credentials
- 2.15. System Hardware / Hosting - The supplier can offer two solutions for hosting;
 - 2.15.1. Option 1: An onsite solution comprising a server (supplier to suggest specifications including operating system and / or other licenses to cover the database hosting, and antivirus. The server must also be placed behind a secure firewall solution to be quoted by the supplier to ensure server integrity. A comprehensive backup facility to be provided to store a copy of the membership system for at least once a day for the last week. An online UPS to securely shut down the server in the case of electricity outage. The server is to be hosted within the DLH offices. A 128bit SSL encryption certificate is to be installed on the server. A comprehensive maintenance agreement to cover the hardware is to be included in the maintenance section of the financial bid.
 - 2.15.2. Option 2. A cloud based solution comprising all the features mentioned in Option 1 including; UPS, backup, firewall, SSL certificate. To be able to compare pricing between the two options a 3 year hosting solution is to be quoted for.
- 2.16. Website integration – the membership system must be embedded into the existing DLH website (which is designed in WordPress). Users accessing the DLH website will be able to create a new membership or renew an existing one. The supplier must explain how such solution will be offered so that the visitor experience will be a seamless one.

Activity 2: DLH volunteers database.

1. DLH depends on the services and time offered by volunteers be it in project management, property management and custodianship, event organization, fundraising etc. DLH a volunteers' database will be developed in order to better manage and capitalize on the volunteers' available resources.
2. The functions of the volunteers' database will include the ability for:
 - 2.1. the members of the public to register into the volunteers' database directly through the website.
 - 2.2. volunteers to create a login account and update their personal details via this account,
 - 2.3. registered volunteers to select in which area / service they would ready to volunteer in eg, fundraising, or cleaning, even organization, or property warden.
 - 2.4. allowing registered volunteers to cancel or amend their account directly.
 - 2.5. anyone to register to the volunteers' database at no additional charge,
 - 2.6. DLH administrators to access a back end that would allow searches on volunteer availability per sector, eg. a report showing all those volunteers who have indicated an interest to act as property wardens.
 - 2.7. exporting volunteers' database search reports into Excel or CSV for integration into other mass mailing systems.
 - 2.8. allowing the publishing of requests for volunteer services, so that volunteers would know where they may be able to contribute to DLH. This system will be connected to the mass emailing system explained in "Project 5: Website redevelopment with Mass eMailing" of this Document.
3. No volunteer details will be made available to the public and these will only be responsible to the site / DLH administrators.
4. The system must be SSL encrypted.
5. The volunteers' database will be hosted on the same platform as the membership Database.

Activity 3: Online ticketing system

Throughout the year DLH organizes various events, be it concerts, performances or dinners, as part of its cultural calendar of events and fundraising activities. DLH would like to make event tickets directly available for online. In this day and age where almost all kind of tickets are purchased online, DLH feels that it is losing a lot from not being able to do so at the moment

The main system specification for the ticketing system include:

1. System Account Types
 - 1.1. Client accounts.
 - 1.1.1. DLH members should be able to purchase tickets by logging in using their membership account details
 - 1.1.2. Non DLH members should still be able to purchase ticket online but would need to open an account.

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- 1.1.3. Each client has his own user account which will allow him to check his purchase history.
2. Web Administrator must be able to:
 - 2.1. Create unlimited events, under a general or event category
 - 2.2. Create unlimited ticket types, combinations and prices
3. Payment methods: Ticketing system must accept online payment including PayPal, credit cards and debit cards
4. Event Types - Events must have fixed ticket availability. E.g. an event may only accept 100 persons, when 100 tickets are sold the event automatically becomes marked as sold out and will not allow users to purchase more tickets.
5. Integration into marketing database - New users (who are not DLH members) must be automatically integrated in the DLH mailing list.
6. Website: Ticketing system must be fully integrated into the DLH website.
7. Delivery of ticket. The purchased ticket will be sent to the client automatically after purchase via email.
8. Backend reporting: The administrator will be able to print an event ticket holder list prior to an event if required.
9. Live support System: A live support system will also be implemented for online ticket sales.

Activity 4: Website redesign

Din I-Art Helwa is one of the leading Maltese heritage NGOs. The new website will be used as a digital tool to reach the widest audience possible. DLH is aware that online has become the most effective way of reaching out to potential members and to raise awareness to topics related to DLH's mission.

Din I-Art Helwa currently has an old website (<https://dinlartelwa.org/>) which has now been active for more than 8 years. The current web presence has many issues which is hindering DLH from reaching the true potential of an effective web presence, and a full redesign is being requested,

The website is an excellent tool for DLH to continuously communicate with the public. This will be done through continuous updating of website content via the Content Management System (CMS) which will allow DLH to have full control over its website content. The integration of the website with social media will further ensure that the content being created is shared to the widest audience possible.

1. DLH aims to make the website its primary communication tool with the public. It will become the first main point of contact with the public who will be using the site to:
 - 1.1. find out about DLH and its activities
 - 1.2. follow on specific issues related to awareness and campaigning
 - 1.3. support ongoing projects
 - 1.4. attend events
 - 1.5. encourage membership within DLH - this project does not include the computerizing of the membership system used by DLH

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2. This project aims at creating an effective web presence for DLH through a complete redesign of the DLH website to allow for:
 - 2.1. Responsive Web Design - This will allow the website to show up correctly on different devices including mobile devices. Since the majority of browsing is now happening on mobile devices it is imperative that the DLH site is completely mobile friendly. This is probably one of the biggest issues that are negatively affecting the web presence of DLH.
 - 2.2. Improved site layout and navigation. The current site has grown over the last 7 years. New sections were created and added to the site resulting in a crowded and not easy to navigate website. The supplier must ensure that any page within the site is accessible in a maximum of 3 clicks. The proposed navigation must be intuitive and work well on mobile as well as desktop devices.
 - 2.3. Modern web design - the new site will be designed using the latest web design styles and standards to make it more effective and attractive to the viewers. The new design layout will include new photography and the use of videos to enhance the look and feel of the website.
 - 2.4. Content Management System - All sections of the website should be updateable via a content management system (CMS), implemented by the supplier. The CMS should allow for updating of text, photos and videos into the website, banner management, tracking of changes, access control for editors and site administrators.
 - 2.5. Search Engine Optimization - The new DLH website should be highly search engine optimized. Supplier actions must include, the development of an XML sitemap, SEO updating module via the CMS, search engine friendly URL generation via CMS, and any other measures suggested by the supplier to improve the site SEO.
3. The supplier must:
 - 3.1. Following an initial consultation period with DLH, present visual representations including mockups and wireframes of the proposed solution.
 - 3.2. Review and implement any requested changes to the visuals prior to initiate coding and integration to the CMS.
 - 3.3. Rewrite the content of the old website and create new text content for the new site to ensure it is web content optimized
 - 3.4. Provide the necessary photos and video content for the various sections of the website as required by DLH. (this will include, photos and videos of properties, projects and restoration initiatives)
 - 3.5. Provide for the publication of an online version of the DLH magazine: "Vigilio"
4. The website will include the membership system, the volunteers database and the online ticket sales. These 3 systems must be integrated seamlessly with the website including a centralized login system.
5. Prior to launch the supplier must Test the website thoroughly to ensure no broken links, fast loading speed, full design responsive, content compression and optimization.
6. Bankend CMS updates, The supplier must ensure that regular updates to the CMS are included for the two years following the website launch. A separate fee for updates is to be quoted for the period following the first two years.
7. The supplier is to provide training on the use of:
 - 7.1. the CMS,
 - 7.2. Mass emailing,
 - 7.3. checking of payments received via PayPal or EPG,
 - 7.4. SEO activities including link building, social media usage, blogging and content writing

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8. A total of 60 hrs is to be allocated for training to be used by DLH as required.
9. Live Support System - supplier is to provide an online chat support system, integrated into the website, which allows the users to communicate directly real time with DLH from its website. This system should allow for logging of support calls, tracking of support requests via geolocation and IP storage, the ability to support multiple support officers (up to 5 users at any one time)
10. System login - The membership system, the volunteers' database and the online ticketing system are three separate modules which have to exist independent of each other. The supplier must propose a system whereby although the three modules are completely separate, login credentials are shared between one system and other. On one hand a visitor can be a member in DLH but has never bought online tickets and is not a registered volunteer while on the other hand a volunteer may not be a DLH member and has never bought tickets online. Similarly a member of the public buying an event ticket does not make him either member or a volunteer. At the same time, it does not make sense for a user to register 3 times if he wants to use all 3 modules.
11. Mass eMailing System. The supplier is to provide a mass eMailing system which will be used by DLH to communicate with the general public via eMail. It will be used to:
 - 11.1. inform the public of upcoming events and activities
 - 11.2. send out a regular newsletter to subscribe members
 - 11.3. send out news to registered members
 - 11.4. contact volunteers
12. The mass eMailing system is to be connected automatically to signup forms in the website, the membership system, the volunteers' database and the online ticketing system. Subscribed users are to be grouped in separate mass emailing groups, according to their signup origin or category. The site admin must be able to create unlimited subscriber groups.
13. The supplier must also provide the following templates within the Mass eMailing system:
 - 13.1. An eMail template for communications to members
 - 13.2. An eMail template for communications to Volunteers
 - 13.3. An eMail template for an online newsletter
 - 13.4. An eMail template for communicating activities
 - 13.5. An eMail template for communicating News Alerts

SECTION 7 - DELIVERY TIMELINES

Tender Award Signing	11th September 2018
Delivery of Activity 1: Membership software system	31st October 2018
Delivery of Activity 2: Volunteers Database	31st October 2018
Delivery of Activity 3: Online ticket selling	31st October 2018
Delivery of Activity 4: Website and go live	19th November 2018

This project has been funded through the Voluntary Organizations Project Scheme managed by the Malta Council for the Voluntary Sector on behalf of Parliamentary Secretary for Youth, Sports and Voluntary Organizations within the Ministry for Education and Employment

FINANCIAL BID

Item	Description	Price ex Vat	18% Vat	Price inc VAT
1.	Activity 1: Membership software system			
	Software Development including training			
	Membership Card Printer			
	Hosting Option 1 or Option 2			
2.	Activity 2: Volunteers Database			
3.	Activity 3: Online ticket selling			
4.	Activity 4: Website			
	Total			
Note	All prices and quotes above are to include all man hours related to system analysis, content production training and support as identified in the tender.			
	Optional Items			
	Emergency Support hours bundle additional 20 hrs.			
	Website Core Maintenance per year			

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