TERMS OF REFERENCE FOR THE DEVELOPMENT OF THE SACU WEBSITE

1. Tender Number: SACU 004/2012/O
2. Tender Closing Date & Time: 31 January 2012 - 11h00
3. Validity Period of Tender: 60 days from closing date
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5. Number of Copies of Tender: 6 (original plus 5 copies)
6. Tender Documents are available on request at:
   SACU Head Office
   Ground Floor,
   Cnr. Robert Mugabe & Sam Nujoma, WINDHOEK

NAME OF TENDERER: ..............................................................
ADDRESS OF TENDERER: .............................................................
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Introduction

The Southern African Customs Union (SACU) is the oldest Customs Union in the world, dating back to 1910. The membership of the Customs Union presently consists of Botswana, Lesotho, Namibia, South Africa and Swaziland. It has evolved over time under different management structures and in response to political and economic changes affecting the region.

Historically SACU was administered by South Africa, through the 1910 and 1969 Agreements. The Customs Union collected duties on local production and customs duties on members’ imports from outside SACU, and the resulting revenue was allocated to member countries in quarterly instalments utilizing a revenue-sharing formula. Negotiations to reform the 1969 Agreement started in 1994, and a new agreement was signed in 2002. The new arrangement was ratified by SACU Heads of State.

The 2002 Agreement introduced fundamental changes to SACU’s institutional and operational architecture. With the new agreement, came the establishment of the Secretariat, which is based in Windhoek, Namibia. The Secretariat is the only full-time institution of SACU and is responsible for the day-to-day administration of the Organisation.

Scope of Work

The Southern African Customs Union (SACU) intends to select a company for carrying out designing, development and commissioning of their corporate website. This will entail a complete re-design of the external website replacing the current www.sacu.int. The basic objective of this exercise shall be to have improved performance, manageability, look and feel, security and scalability of the website using platform independent software within a tight schedule.

The current SACU website was developed in 2007 and has been maintained in an ad hoc manner. The level of service and information requirements of users and member states have gradually evolved to an extent that the current website cannot adequately meet them. Advances in web technology and information delivery also provide an opportunity to develop a dynamic and responsive web presence for SACU.

SACU needs to engage the visitor more interactively and dynamically tailor the information and experience to suit the visitor’s needs. The current website is mostly static and does not easily enable the dynamic update and inclusion of current work programme initiatives.

SACU has no in-house technical skills to re-engineer the website. The approach chosen will be to source external technical skills for the design and development of the website. Internal resources will be used for content development. This will commence with stakeholder interviews and progress to content updates.
Desired Enhancements
- Ability to upload documents directly onto website by SACU secretariat in original format
- Ability to receive communication and documents from site visitors

Approach
In this section the outline of the roll out of the website development process is provided. As stated, the approach used is to acquire external resources for design, development and hosting for the website. Internal resources will be expected to provide content according to SACU work programme initiatives and activities.

Phase I: Identify vendors (Development & Hosting)
Phase II: Secure agreements with vendors
Phase III: User requirements analysis
Phase III: Website design and development
Phase IV: Conduct User Acceptance Testing
Phase V: Conduct Super User Training
Phase VI: Launch Website
Phase VII: Continuous Review and Improvement

Deliverables
The Business Goals and Objectives for this project will focus on implementing a website that:
− Disseminates timely and accurate information about SACU, its initiatives and activities to all stakeholders.
− Facilitates coordination and information sharing amongst all stakeholders.
− Is Comprehensive, Interactive, Easy to Use and Navigate, Esthetically Pleasing and Encourages Repeat Visits.
− Supports SACU Communications and integrates existing printed publications, electronic communiqués and other communication vehicles.

**Timeframes**
This work is expected to commence at the start of 2012. Desired delivery date should be within 3 months after signing of contract.