TENDER ENQUIRY

To:

DATE: 24th December, 2015

INVITATION TO TENDER FOR NAPSA WEBSITE DESIGN

You are hereby invited to tender for the upgrade of NAPSA website design as indicated below and kindly provide your quotation and submit it before 09:30 hours on Monday, the 28th December, 2015 at NAPSA House, Levy Business Park.

NATIONAL PENSION SCHEME AUTHORITY

USER REQUIREMENTS SPECIFICATIONS

FOR THE NAPSA WEBSITE UPGRADE

17th December, 2015

1. **INTRODUCTION**
   1.1. The National Pensions Scheme Authority, NAPSA, has a website that is accessible on www.napsa.co.zm and is in the public domain (i.e. accessible globally). The Authority uses the website to publish static information such as Job vacancies, statutory contributions, eligibility and payments of benefits, open tenders, etc. It is also used to publish information and links on how to access the new NAPSA e-services (e.g. MyNAPSA, NAPSA Mobile, e-Collection) to the general public.

   1.2. The Authority engaged an ISP (i.e. ZAMNET) to host its website. This was due to the fact that ZAMNET had abundant capacity to develop and service the requests that would come from all the clients.

   1.3. The current website is an enhancement from the old website with notable new graphical user interface (GUI), however the usability of this site still remains limited to publishing static information and links to other applications.

   1.4. With the current technological trends as well as the new technological enhancements of the NAPSA systems, upgrading the Authority website to give it the web-portal capability for users to dynamically interact with the it (i.e. provide input and get output) is indeed the way to go. This client web-portal has been conceived with the intention of supporting NAPSA clients and staff with smooth, transparent, efficient, and quick contributions and benefits processing. It'll offer an increased portfolio of centralized services to members and employers and also facilitates their compliance with the law.

   1.5. This document will seek to bring out the requirements that would help upgrade the Authority to the dynamic level giving it the web-portal capability thereby having e-Commerce functionalities as well as full user interaction with the authority in real-time without having to physically walk to the offices.

2. **SCOPE**
   The NAPSA Web-Portal scope includes the following;
   2.1. Information Services
      2.1.1. News and Announcements
      2.1.2. Notices (Public Notices, Publications, etc.)
      2.1.3. E-Forms/PDF forms download
      2.1.4. Tenders
      2.1.5. Vacancies
      2.1.6. Holiday List
      2.1.7. FAQs
      2.1.8. Member and Employer Information (Information pages, Help Documents)
      2.1.9. Key Contacts
      2.1.10. Links to Other Useful Institutions (e.g. MoL, MoF, OSS Institutions, etc)
      2.1.11. Member/Employer Profile
   2.2. Transactional Services
      2.2.1. E-Returns
      2.2.2. E-registration
      2.2.3. E-Amendment

2.2.4. E-Payments
2.2.5. View Submitted Forms/Receipts
2.2.6. De-Activation, Suspension, Reactivation
2.2.7. E-Track Status (transaction tracking)
2.2.8. Member/Employer Search
2.2.9. Web Portal Search
2.2.10. Service Desk
2.2.11. Login Accessibility – Signup, Change Password, Forgot Password
2.2.12. Feedback Mechanism to Queries

2.3. Administrative Services (For Web Portal Administrators)
2.3.1. Menu Management
2.3.2. Manage Uploads (News & Announcements, Publications, Notices and Tenders, Vacancies etc.)
2.3.3. Access Management
2.3.4. Holiday Management
2.3.5. FAQs Management
2.3.6. Query Reply Management

2.4. User Categories
2.4.1. Director General
2.4.2. Directors
2.4.3. Managers
2.4.4. Help Desk Staff
2.4.5. Web Portal Administrators
2.4.6. Members and Employers

2.5. Functionality & User Mapping

No.	Functionality	Sub - Functionality	Web Portal Admins	Web Portal Registered Users	Web Portal Visitors
	Information Services				
1.	News and Announcements	View	✓	✓	✓
2.	Notices	View/Download	✓	✓	✓
3.	E-Forms/PDF forms	View/Download	✓	✓	✓
4.	Tenders	View/Download	✓	✓	✓
5.	Vacancies	View/Download	✓	✓	✓
6.	Holiday List	View	✓	✓	✓
7.	FAQs	View	✓	✓	✓
8.	Member and Employer Information	View/Download	✓	✓	✓
9.	Key Contacts	View	✓	✓	✓
10.	Links to Other Useful Institutions	View	✓	✓	✓
11.	Member/Employer Profile	View	✓	✓	

	Transactional Services				
1.	E-Returns	Upload		✓	
2.	E-registration	Upload/Submit		✓	
3.	E-Amendment	Member Registration		✓	
		Employer Registration		✓	
4.	E-Payments	Submit		✓	
5.	View Submitted Forms/Receipts	View/Print		✓	✓
6.	De-Activation, Suspension, Reactivation	Application/Submit		✓	
7.	E-Track Status	Search		✓	✓
8.	Member/Employer Search	Search	✓	✓	
9.	Web Portal Search	Search	✓	✓	
10.	Service Desk	Request			
11.	Login Accessibility	Signup			✓
		Change Password	✓	✓	
		Forgot Password	✓	✓	
12.	Feedback Mechanism to Queries	Submit Query		✓	✓
	Administrative Services				
1.	Menu Management	Add/Update/Delete	✓		
		Change Menu Order	✓		
		Add Document	✓		
2.	Manage Uploads	News/ Announcements	✓		
		Publications	✓		
		Notices	✓		
		Tenders	✓		
		Vacancies	✓		
3.	Access Management	Role & Privilege Management	✓		
		Approve User	✓		
		Unlock Account	✓		
		Reset Password	✓		
4.	Holiday Management	Add/Update/ Delete	✓		
5.	FAQs Management	Add/Update/ Delete	✓		
6.	Query Reply Management	Reply	✓		
		Re-assign	✓		
		Approve/ Disapprove	✓		

3. **INFORMATION SERVICES**

Information services on the Web Portal facilitate access to important information and resources to end users. Web Portal, through the information services, acts as a unified access point and communication gateway for the authority's information and knowledge base.

The Web Portal shall have various information services to provide information and resources to the NAPSA stakeholders as well as the general public. Information services include:

1. **News and Announcements**

   The Web Portal provides a section on the portal home page to appraise the portal visitors of NAPSA current affairs and important announcements concerning NAPSA stakeholders.

2. **Notices**

   This section on Web Portal contains various kinds of Notices such as Public Notices, Publications etc. for the portal visitors to view and download.

3. **Forms**

   Forms relating to various processes at NAPSA are made available to all stakeholders through this section on the web portal. Two types of forms would be available on web portal:

   Manual (PDF) Forms

   These forms are available in PDF format. The members and employers are required to download and take printouts of the required forms and fill them on paper. After filling in, these forms are submitted manually to the respective offices of NAPSA.

   e-Forms

   These forms are available in Excel format. These are required for e-Services on the NAPSA web portal.

4. **Tenders**

   The Web Portal provides a section to facilitate NAPSA stakeholders to view and download tenders.

5. **Vacancies**

   The Web Portal provides a section to facilitate NAPSA stakeholders to view and download job vacancies.

6. **Holiday List**

   This section displays the list of holidays for the current year, relating in particular to NAPSA, to the portal visitors.

7. **FAQs**

   The Web Portal provides a list of Frequently Asked Questions with their answers to assist the web portal stakeholders with the general queries.

8. **Member and Employer Information**
   The Web Portal provides information and help documents about NAPSA processes, regulations and procedures for guidance to the portal stakeholders (e.g. members and Employers)

9. **Key Contacts**
   This section displays the contact details of important functionaries of NAPSA

10. **Links to Other Useful Institutions**
    The Web Portal provides a list of links to other useful institutional websites.

11. **Member/Employer Profile**
    Once logged in, the member can view the following information in their profile
    - Member details
    - Statement
    - Query about benefits status
    - Query about missing periods on statement
    - NAPSA Contributions calculator
    - General Member Queries, etc.

    Once logged in, the employer can view the following information in their profile
    - Employer Details
    - Statements
    - Member statements that were the latest return
    - View members with provisional numbers
    - View members whose cards have not be printed
    - Query the statement
    - NAPSA contributions calculator
    - General Employer queries, etc.

    Entire information should be available only in view form. This cannot be edited.

Table 2: Information Services

No.	Service Name	Available Before/ After Login	Available Actions
1.	News & Announcements	Before/After	View
2.	Notices	Before/After	View/ Download/ Search
3.	Forms	Before/After	View/Download
4.	Tenders	Before/After	View/Download
5.	Vacancies	Before/After	View/Download
6.	Holiday List	Before/After	View/Search
7.	FAQs	Before/After	View
8.	Member and Employer Information	Before	View
9.	Key Contacts	Before/After	View
10.	Links to Other useful Websites	Before/After	View/Redirect
11.	Member/Employer Profile	After	View

4. **TRANSACTIONAL SERVICES**

Transactional services on the Web Portal are those services which require processing of data provided by the portal user. Transaction Services will include:

1. **E-Returns**
   This functionality allows employers to submit their monthly returns online. The functionality should provide for auto-validation of submitted returns to ensure that only clean returns are accepted into the system.

2. **E-registration**
   This functionality allows NAPSA clients (i.e. employers and employees) to register with NAPSA online and be assigned their Unique IDs (i.e. Employer No. or SSN)

3. **E-Amendment**
   This functionality allows the member or the employer to amend their registration details online.

4. **E-Payments**
   This functionality allows the employer to make payments against a return submitted to NAPSA online. This functionality has to be linked to an online payment provider such as Banks, Mobile Service Providers, VISA, etc.

5. **View Submitted Forms/Receipts**
   The Web Portal provides this functionality to allow members and employers to:
   - View/print the details of submitted forms (e.g. returns)
   - To generate corresponding duplicate receipts.

6. **De-Activation, Suspension, Reactivation**
   This functionality allows employers to de-activate, suspend or reactivate their accounts online whenever need arises. Approval processes have to be embedded in this functionality to ensure that only eligible employer's applications gets approved.

7. **E-Track Status**
   The e-Track Status functionality on the Web Portal facilitates the users to track the status of their applications or submissions by using a unique reference number or search code issued to them at the time of application or submission.

8. **Member/Employer Search**
   This functionality facilitates the web portal users to search for the members and employers that are registered with the Authority.

9. **Web Portal Search**
   The Web Portal provides this search functionality to allow web portal users to search for any keywords on the web portal.

10. **Service Desk**
    The Web Portal provides this functionality to allow members and employers to initiate service requests at the Authority's service desk or call center through the web portal.

11. Login Accessibility

Login Accessibility on the Web Portal relates to the following processes:

- **Signup (Account creation on the web portal)**
  This facility allows NAPSA clients to create online accounts on the Web Portal to which gives them accessibility to the portal services.

- **Change Password**
  This facility allows the web portal users to change their web portal passwords from within their account login. The user must be logged in to use this functionality.

- **Forgot Password**
  This facility allows the web portal user to generate and get a new password in case the user has forgotten the current password.

12. Feedback Mechanism to Queries

The Feedback Mechanism on the Web Portal facilitates the web portal users to communicate their queries/suggestions/feedback to the authority.

5. ADMINISTRATIVE SERVICES

Administrative Services are provided on the web portal to facilitate the administration of the web portal. Usage of these services is restricted to users having administrator privileges on the web portal. Administrative services include the following:

1. Menu Management

This functionality allows the web portal administrators to create, modify, delete, and re-order menu items of the web portal.

2. Manage Uploads

This functionality allows the web portal administrators to upload different types of documents and contents on the web portal.

3. Access Management

Access management functionality allows the web portal administrator to control the access of the web portal users to web portal and various online services on the web portal.

4. Holiday Management

This functionality allows the web portal administrator to publish the list of the authority's holidays on the web portal.

5. FAQs Management

This functionality allows the web portal administrator to manage the list of FAQs on the web portal.

6. Query Reply Management

This functionality allows the web portal administrator to reply to queries posted on the web portal by the users.

6. CONCLUSION

The requirements presented in this document provide a *holistic expectation of the new or rather upgrade NAPSA website.* Some of the requirements may not be mandatory but still present a unique image of NAPSA to the stakeholder as well as the general public. It should also be noted that in this upgrade specification, the NAPSA website is being referred to as the NAPSA web portal because a web portal has more dynamic (and e-Commerce) features compared to a website. In other words, it's an advanced website.

TERMS AND CONDITIONS

Your quotation should clearly comply with the following

1. The prices must be inclusive of VAT (if applicable).
2. Delivery period of 3-4 weeks after a confirmed order.
3. The prices quoted shall be deemed firm and not subject to revision
4. The quotation must indicate the physical address.
5. The submitted quotation should be valid for 30 days.
6. A minimum credit period of 30 days from date of delivery and installation must be given.
7. Bidders must attach to their bid company profiles.
8. Bidders shall be evaluated on the lowest evaluated price substantially responsive to the requirements.
9. Evidence of having carried out similar works in the past five years should be shown. Kindly provide traceable references for the previous works done.
10. Provide relevant certification for website design
11. Bidders are required to provide a copy of the **2015 NAPSA compliance certificate and also the 2015 ZRA Tax Clearance Certificate.**
1. Kindly deposit your quotation with necessary documentation in a sealed envelope clearly marked **'Tender for the supply and delivery of a NAPSA WEBSITE UPGRADE"**

into the tender box located on the Ground Floor NAPSA House at the corner Church/Kabelenga Roads before **09:30hrs** on **Monday, 28th December, 2015**.

Further information can be obtained from the **Senior /Procurement and Stores Manager, P.O Box 51275, 3rd Floor, Levy Office Block, Lusaka** on telephone number **260-1-225226.**

Ronnie Kamanya
Senior Procurement and Stores Manager.