



Mauritius Society of Authors

Procurement Department

Avenue des Artistes, Beau Bassin, Phone No: +230 4541423

A. REQUEST FOR QUOTATIONS (RFQ)

SERVICES FOR WEBSITE DEVELOPMENT AND SOCIAL MEDIA MANAGEMENT

Reference Number: MASA/RFQ/003/2026-27

Dear Sir,

You are hereby invited to submit your best quotation for the services listed hereunder and as more fully described in the Schedule of Requirements. Your offer should be made on this form stating other relevant data, with any annex you may wish to attach thereto. Services shall be for a period of 10 Weeks, from issue of Service Order.

We commit ourselves to maintain the highest standard of integrity and ethical principles during all stages of the procurement cycle.

Name of Officer: J. Joy Mangul, MSK

Status: Head of Procurement

Date: 16 October 2026

Signature:

Item No	Brief Description of Services	Sub-Total from Priced Activity Schedule	VAT (Rs)	Amount (Rs)
1	Services for Website Development and Social Media Management. As per Scope of work in the Document As per Scope of Services at Section B			
			Total	

Quotation Validity period: 10 weeks after the closing date for bid submission.
Completion date of services :..... [Bidder to insert] days/months after placement of service order.
Closing date and time for submission: Tuesday 27 2026 at 14.00 hours
Modes of Submission: In Sealed envelope clearly mark SERVICES FOR WEBSITE DEVELOPMENT AND SOCIAL MEDIA MANAGEMENT - Ref: MASA/RFQ/003/2026-27 -Hand dispatch or by post/deposited in Tender Box located at: Mauritius Society of Authors (MASA House) Avenue des Artistes Beau Bassin

I/We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any type of fraud and corruption during our participation in the bidding process and we commit ourselves to observe the same principles if the contract is awarded to me/us and during its execution. We understand that transgression of the above is a serious offence and appropriate actions will be taken against me/us.

I/We agree to execute the services mentioned above and more fully described hereunder at price(s) quoted by me/us in accordance with the Public Body's Conditions of Contract.

Date.....

Bidder's signature / seal

B. SCHEDULE OF REQUIREMENTS

B. SCOPE OF SERVICES, SPECIFICATIONS AND PERFORMANCE REQUIREMENTS

1. Background

The Mauritius Society of Authors (MASA) is the collective management organisation in Mauritius. It administers the rights of authors, composers and other rights holders, licenses the use of protected works, and collects and distributes royalties to its members.

MASA wishes to establish a modern, informative and accessible digital presence that serves its members, music and content users, and the general public. It is therefore seeking a qualified consultant or agency to design, build and launch a new website, and to plan and manage MASA's social media channels for an agreed period.

2. Objectives

1. Deliver a professional, secure, mobile friendly and accessible website that reflects MASA's identity and public role.
2. Make it easy for creators to understand their rights, become members and access information on royalties and distributions.
3. Make it easy for music and content users (hotels, restaurants, broadcasters, event organisers, businesses) to understand licensing obligations and apply for licenses.
4. Raise public awareness of copyright and of the value of local creative works.
5. Build a consistent and engaging social media presence that promotes MASA, its members and Mauritian creativity.
6. Enable MASA staff to update website content independently after handover.

3. Scope: Part A, Website Development

3.1 Discovery and Planning

- Kickoff workshop with MASA management and staff to confirm goals, audiences and key messages.
- Review of the existing website, domain, hosting and analytics, if any.
- Benchmark review of comparable collective management organisations, local and international.
- Sitemap and content structure proposal for MASA approval.

3.2 Design

- Wireframes for key page templates.
- Visual design aligned with MASA's visual identity (logo, colours, typography). Brand refresh: [included / excluded].
- Responsive design for desktop, tablet and mobile.
- Up to [2] rounds of revisions per design stage.

3.3 Proposed Pages (indicative)

1. **Home:** key messages, quick links for creators and for music users, latest news.
2. **About MASA:** mission, mandate, history, Board, management and organisational structure.
3. **Legal Framework:** overview of copyright and related rights in Mauritius, with links to the relevant legislation and regulations.
4. **For Creators:** rights explained (who can join, which works are protected); how to become a member, with eligibility, required documents and downloadable forms; how to declare or register works; royalties and distributions (how royalties are calculated, distribution calendar, FAQs).

5. **For Music and Content Users:** who needs a license (hotels, restaurants, bars, shops, transport, broadcasters, event organisers, digital platforms and others); license categories and tariffs; license application or enquiry form.
6. **Repertoire:** information on the repertoire managed by MASA, including works administered through agreements with partner societies abroad. Searchable repertoire database: [included / excluded / future phase].
7. **News and Events:** announcements, distribution notices, workshops, awareness campaigns.
8. **Publications and Downloads:** annual reports, forms, guides, notices.
9. **Anti Piracy and Enforcement:** guidance and a channel to report suspected infringements.
10. **FAQ**
11. **Careers and Procurement Notices**
12. **Contact Us:** enquiry form, map, opening hours, office location.
13. **Legal pages:** Privacy Policy, Cookie Policy, Terms of Use, Accessibility Statement.

3.4 Development

- Build on a content management system (CMS) agreed with MASA, such as [WordPress or other].
- Membership enquiry, license enquiry, infringement report and general contact forms, with email notification to designated MASA mailboxes.
- Downloadable document library with categories and search.
- Integration of social media feeds and sharing buttons.
- Basic on page SEO: meta tags, sitemap, page speed optimisation, clean URLs.
- Google Analytics (or an agreed equivalent) and Search Console setup.
- Accessibility aligned with WCAG 2.1 AA as a target.
- Cookie consent banner and privacy compliance in line with the Mauritius Data Protection Act 2017.
- Multilingual support: [English and French / English, French and Kreol Morisien].
- **Optional, priced separately:** a secure member portal allowing members to view declared works and royalty statements and update their details. This would require integration with MASA's internal systems and a separate security assessment.

3.5 Security and Hosting

- SSL certificate and HTTPS enforcement.
- Security hardening of the CMS, with plugins kept to a vetted minimum.
- Automated backups with a documented restore procedure.
- Hosting arrangement: [government hosted / consultant recommended host]. Domain, hosting and all accounts must be registered in MASA's name.
- Compliance with applicable government ICT and cybersecurity guidelines and with MASA's internal IT policies.

3.6 Content

- Content migration from the existing website, if applicable.
- Copywriting and plain language rewriting for key pages: [included / excluded / up to X pages].
- Simple explainer content (infographics, short guides) on copyright, membership and licensing: [included / excluded].
- Image sourcing and optimisation. **All images, music and video used must be properly licensed or cleared**, which is especially important given MASA's role.

3.7 Testing and Launch

- Cross browser and cross device testing.
- Form, link, accessibility and performance testing.
- User acceptance testing (UAT) with MASA sign off before go live.

- Launch support and post launch checks.

3.8 Training and Handover

- CMS training for MASA staff ([number] sessions).
- User guide for content updates.
- Full handover of credentials, source files, design files and documentation.

3.9 Support and Maintenance

- Warranty period of [X months] after launch for defect fixes at no extra cost.
- Optional monthly maintenance retainer: updates, backups, security monitoring and minor content changes.

4. Scope: Part B, Social Media Management

4.1 Channels

[Facebook, Instagram, LinkedIn, YouTube, TikTok, others to be confirmed]

4.2 Strategy

- Audit of current social media accounts and audience.
- Social media strategy covering target audiences (creators, music users, general public, youth), tone of voice, content pillars and posting frequency.
- Social media visual guidelines (templates, visual style, hashtags).

4.3 Content Creation and Publishing

- Monthly content calendar submitted for MASA approval before the start of each month.
- [X] posts per month per channel, including graphics, short videos and captions.
- Indicative content pillars:
 - **Know your rights:** copyright awareness and simple explainers.
 - **Membership:** how to join, deadlines and benefits.
 - **Licensing:** reminders and guidance for businesses and event organisers.
 - **Creator spotlights:** featuring MASA members and Mauritian works, with their consent.
 - **News and events:** distributions, workshops, campaigns and international days such as World Intellectual Property Day.
 - **Anti piracy:** awareness campaigns.
- Event coverage (photo and video): [X events per month / on request].
- **No content shall be published without written approval from MASA's designated approver.**
- All music, images and footage used in posts must be cleared or licensed, and members featured must give written consent.

4.4 Community Management

- Monitoring of comments and messages during [business hours].
- Responses based on a pre approved FAQ and response guide.
- Questions about individual royalties, membership disputes, legal matters or media enquiries are not answered publicly and are escalated to MASA within [X hours].

4.5 Paid Advertising (optional)

- Campaign planning, targeting and management for awareness or membership campaigns.
- Advertising budget is paid separately by MASA and is not part of the consultancy fee.

4.6 Reporting

- Monthly performance report: reach, engagement, follower growth, website traffic from social channels, and recommendations.
- Quarterly review meeting with MASA.

5. Deliverables Summary

No.	Deliverable	Timing
1	Project plan and sitemap	1 st Week [X]
2	Wireframes and visual design	2 nd Week [X]
3	Website on staging environment for UAT	3 rd Week [X]
4	Website go live	4 th Week [X]
5	Training and handover pack	5 th Week [X]
6	Social media strategy	6 th Week Month 1
7	Monthly content calendars and reports	7 th week
8	Completion of Services	10 th week

6. Exclusions

- Domain, hosting and paid advertising costs, unless otherwise stated.
- Professional photography or videography beyond the agreed quantity.
- Member portal, online license payment and repertoire database, unless taken up as options.
- Integration with MASA internal membership, licensing or distribution systems, unless taken up as an option.
- Translation beyond the agreed languages.

7. MASA Responsibilities

- Appoint a single point of contact and a content approver.
- Provide the visual identity, approved texts, tariffs, forms, reports and photos.
- Validate all legal and tariff content before publication.
- Review and provide feedback within [X working days].
- Grant access to existing accounts and systems as required.

8. Consultant Requirements

- Proven experience in websites and social media for public bodies, cultural organisations or membership organisations.
- Portfolio and at least [2] client references.
- Named project team with defined roles.
- Understanding of copyright and content licensing in digital communication.
- Willingness to sign a confidentiality agreement and comply with MASA's data protection and IT policies.

9. Intellectual Property and Data

- All website code, designs, content, social media assets and account ownership belong to MASA upon payment.
- All social media accounts remain registered under MASA, with consultant access as delegated only.
- Personal data of members and users collected through the website or social media shall be handled in line with the Data Protection Act 2017 and used only for MASA purposes.
- The consultant shall not reuse MASA content or data for any other purpose.

10. Duration

- Website: 6 weeks from kickoff to go live.
- Social media management: 8 weeks, renewable based on performance.

11. Commercial Proposal Requirements

Consultants should submit:

1. Technical proposal covering approach, methodology and timeline.
2. Financial proposal broken down by website (one off) and social media (monthly retainer), with optional items priced separately.
3. Payment terms tied to milestones.
4. Company profile, portfolio and references.
5. Any statutory documents required under the applicable procurement rules (for example business registration, tax compliance).

12. Evaluation Criteria (indicative)

Criterion	Weight
Relevant experience and portfolio	[10]%
Proposed approach and methodology	[20]%
Team qualifications	[10]%
Price	[25]%
Timeline	[25]%
Total	100%
Pasing Mark	80%

2. PRICED ACTIVITY SCHEDULE

[Complete the unit and total prices for each item listed below. Authorize the prices quoted in the signature block below.]

The quantities shown below are approximate and not subject to re-measurement for payment purposes.

Item No	Brief Description of Services	Unit of Measure	Quantity	Unit Price (Rs)	Total Price (Rs)
	Services for Website Development and Social Media Management. As per Scope of Services at Section B				
				Subtotal	
				VAT @ %	
				Total	

Priced Activity Schedule Authorised By:

Name:		Signature:	
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Position:		Date:	
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A. INSTRUCTIONS TO BIDDERS

1. Submission of Quotations

- 1.1 Quotations comprising of Section A and the Priced Activity Schedule (Section B) must be submitted as stated in the RFQ: by hand (in sealed envelopes marked in the lower left hand corner of the envelope “SEALED QUOTATION FOR MASA/RFQ/003/2026-07 to the contact person stated in the RFQ; or in the same manner, deposited in a Tender Box at the location stated in the RFQ.
- 1.2 All sections of a RFQ shall be filled; where a section is not applicable, the letters N/A shall mean NOT Applicable and the letters N/Q shall mean No Quote.

2. Selection and Decision

- 2.1 Selection shall be based on the lowest price offered, subject to compliance with scope of service, specifications, performance standards and duration of service period in accordance with the General Terms and Conditions

3. Rights of the Public Body

The Public Body shall have the right to (a) ask for clarifications at time of evaluating quotations, (b) split the contract on an item basis or (c) reject all quotations. The Public Body shall not be bound to accept the lowest or any quotation.

4. Notification of Award and Debriefing

- 4.1 The Public Body shall after award of contract, exceeding Rs 1 million, promptly inform all unsuccessful bidders in writing of the name and address of the successful bidder and the contract amount.
- 4.2 Furthermore, the Public Body shall attend to all requests for debriefing for contract exceeding Rs 1 million, made in writing within 30 days the unsuccessful bidders are informed of the award.

B. CONDITIONS OF CONTRACT (to be customized by Public Body)

Any resulting contract shall be placed by means of a Purchase Order/Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC), Ref: MASA/RFQ/004/2026-07 for the Procurement of non-Consultancy Services (available on website ppo.govmu.org) except where modified by the Particular Conditions of Contract specified hereunder.

1. **Site:** The site is located at Mauritius Society of Authors – (MASA)
2. **Start Date:** The start date shall be upon confirmation of the Letter of Acceptance

Services: The Services consist of Services for Website Development and Social Media Management.

3. **Insurances:** Except for the cover mentioned in (iii) hereunder, the other insurance covers shall be in the joint names of the Service Provider and the Employer and the minimum insurance amounts shall be:
 - i. for loss or damage to its property and Equipment:
 - ii. for Third Party insurance to cover claims for death or bodily injury. or loss of or damage to property in connection with the Contract:
 - iii. for Employer's liability and workmen's compensation cover
4. **Intended period of services:** 10 weeks
5. **Possession of Site:** The site possession date shall be after the Take-off meeting from
6. **Liquidated Damages:** The liquidated damages for the whole of the Services are *2% per week rate* per week. The maximum amount of liquidated damages for the whole of the services is *10%*.

7. Prices

Prices quoted shall be firm and fixed during validity period of quotation and for execution of contract. The prices quoted shall include all costs, where applicable, such as transportation to the place of delivery stated in the RFQ, insurance, or any other associated costs.

8. Payment

The Public Body undertakes to effect payment within 21 working days from receipt of invoice after supply of the service items to the satisfaction of the Public Body, subject to the Service Provider submitting all required documents. Final payment shall be adjusted to reflect any non-compliance in the execution of the contract. In case the Supplier is an SME, payment will be effected within 14 working days.

9. Correction of defects

The Public Body shall give notice to the Service Provider of any defects in the service. Every time notice of a defect is given, the Service Provider shall correct the notified defect within the length of time specified by the Employer's notice. If the Service Provider has not corrected a defect within the time specified in the Employer's notice, the Public Body will assess the cost of having the defect corrected and deduct same amount from money due to the Service Provider.

10. Termination

The Public Body may terminate the contract, by not less than thirty (30) days' written notice of termination to the Service Provider, if the Service Provider does not remedy a failure in

the performance of its obligations under the Contract, the Service Provider become insolvent or bankrupt, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of 60 days or for its convenience.

11. Assignment

The Service Provider shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of the Public body.

12. Insurance

The Service Provider shall, for the execution of this contract, provide and thereafter maintain insurance (a) against all risks in respect of its property and any equipment used; (b) for appropriate Employer's Liability and Workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death and (c) liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property.

13. Removal and replacement of personnel

The Service Provider shall at the request of the Public Body and at no additional cost remove and replace any personnel reported for misconduct or poor performance by another person of similar qualification and experience.

14. Labour Clause

The remuneration and other conditions of work of the employees of the Service Provider shall not be less favourable than those established for services of the same character in the trade concerned- (i) by collective agreement applying to a substantial proportion of the employees and employers in the trade concerned; (ii) by arbitration awards; or (iii) by Remuneration Orders.

15. Settlement of Disputes

The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this Purchase Order or the breach, termination or invalidity thereof. Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Purchase Order or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Section within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement, such dispute, controversy or claim shall be referred to the competent court of Mauritius.