

## RFQ-0001

### Terms of Reference for appointment of service provider to host Umalusi website and maintenance for 36 months period:

1. **Contract to start:** Monday, 1 June 2019
2. **Scope of work**

#### 2.1 Secure hosting and maintenance of Umalusi website for three (3) years

The service provider will be responsible for:

- Hosting the website (HTML, PHP and MySQL etc.) locally in South Africa in a secure environment protected by an SSL certificate. The SSL certificate to be provided by the service provider.
- 24/7 monitoring of the website against distributed denial of service (DDOS) attacks as well as the availability of the service.
- Full security and protection of the website.
- Maintenance and technical support on the website.
- Updating of software required to host the website.
- Have a Disaster Recovery facility in place where operations can continue with minimum interruption in an event of a disaster to the hosting data centre.
- Sufficient disk space to facilitate growth of the website (current website is 5 GB).
- Uncapped data limit to access the website.
- Server response speed rating should be B+ or better (between 0 and 220 ms) but preferably A.

#### 2.2 Monthly website google analytics report to be sent to Umalusi

The service provider will be responsible to provide a monthly google analytics report to Umalusi. The report should include the number of visitors, page views, sessions, bounces, search words and statistics according to search words amongst other.

#### 2.3 Back-up Services

The service provider will be responsible for backing up the website on a daily basis. The back-ups need to be stored for a period of three months before they can be overwritten. A monthly report with proof of this must be provided to Umalusi.

#### 2.4 Graphic Design Services

The service provider must include 2 hours [per month x 36 months] in the contract for graphic design services to be offered to Umalusi. The service provider will be requested to design banners, e.g. upcoming events; announcements; notices etc. to be uploaded on the homepage of the website.

#### 2.5 Content Management

The service provider will be expected to upload content as well as regular content changes/updates to the website on behalf of Umalusi upon request.

#### 2.6 Web design

The service provider will be responsible for making changes to the website upon request.

## 2.7 Account manager / liaison officer and user support

The service provider will be responsible for:

- Providing Umalusi with a designated account manager / liaison officer with whom Umalusi will liaise regarding content to be uploaded on the website.
  - The designated account manager / liaison officer will meet with Umalusi on a quarterly basis to discuss the service level agreement and performance against the SLA.
- Providing premium customer/helpdesk support during work hours.

## 2.8 Assist with migration and testing of website prior to launching (once off)

The website is currently being hosted by The Brand Conglomerate Group and needs to be migrated and commissioned by 23 May 2019.

## 3 Evaluation Criteria

### 3.1 Pre-Qualification: Qualifying Criteria

- a) The following Pre-Qualifying Criteria will be applied in the initial stage of the evaluation. **Bidders who do not meet the Pre-Qualifying Criteria may not be considered for the next stage of evaluation.**
- b) Bidders are required to complete the table below by indicating whether they comply with the requirement by marking the appropriate column with an 'X' on the table below. Bidders are required to corroborate each requirement, where applicable.

Requirements	Non-Compliant	Compliant	Comment or reference to section in the bid Document
1. Attendance of compulsory Information Session.			
2. A valid SARS Tax Status Certificate / SARS tax pin.			
3. Central Supplier Database proof of registration.			

Requirements	Non-Compliant	Compliant	Comment or reference to section in the bid Document
4. Companies and Intellectual Property Commission, Company Registration.			
5. Bidder has submitted all returnable documentation to Umalusi (Annexures and SBD forms) (SBD 1; SBD 2; SBD 3.1 or 3.2; SBD 4; SBD 6.1; SBD 8 & SBD 9)			
6. Company profile(s) indicating expertise of key personnel			
7. General Conditions of Contract – signed or Initialled on all pages			

### 3.2 Functionality

- a) The evaluation criteria for functionality aim to assess the bidder's capability, reliability and ability to execute and maintain a bid and/ or contract. The minimum number of points that bidders' have to obtain in order to progress to the next stage of evaluation is 65.
- b) NB: Bids that scored less than 65 on functionality will be disqualified and will not progress to the next stage of evaluation.

Criterion		Points
<p>Track record</p> <p>Reference letters where Web hosting and maintenance was conducted.</p>	<p>Three reference letters = 50 points</p> <p>Two reference letters = 30 points</p> <p>One reference letter = 10 points</p> <p>0 reference letter= 0 points</p>	<p>50 points</p>
<p>Implementation plan</p> <p>Detailed plan of how the web will be hosted, migrated, monitored, maintained</p>	<p>Plan addresses web hosting, migration, monitoring and maintenance = 20 points</p> <p>Plan addresses only two of the points above = 10 points</p> <p>No detailed plan = 0 points</p>	<p>20 points</p>
<p>Key skills</p> <p>Graphic designer= More than 3 years' experience. Attach CV= 10 points</p> <p>Web developer= More than 3 years' experience. Attach CV detailing where similar websites were developed= 10 points</p> <p>Account Manager= More than 3 years' experience= Attach CV where similar accounts were managed= 10 points</p> <p>NB Experience less than what is required will lead to zero points on each resource</p>		<p>30 points</p>
		<p>Total 100</p>

### 3.3 Price and Preferential Points Evaluation

- a) Subsequent to the evaluation of Pre-Qualifying Criteria, Mandatory criteria and functional criteria, Points will be allocated to Bidders at this stage of the evaluation in accordance with PPPFA Regulations, as follows:

Price points	<b>80</b>
Preferential procurement points	<b>20</b>

#### b) Price points

The following formula will be used to calculate the points for price:

$$P_s = 80(1 - (P_t - P_{min}) / P_{min})$$

Where:

$P_s$  = Points scored for comparative price of Bid or offer under consideration;

$P_t$  = Comparative price of Bid or offer under consideration; and

$P_{min}$  = Comparative price of lowest acceptable Bid or offer

#### c) Preferential procurement points

A maximum of 20 points may be awarded in respect of preferential procurement, which points must be awarded to a bidder for attaining their B-BBEE Status Level in accordance with the table below:

B-BBEE Status Level	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

- d)** An unincorporated trust, consortium or Sub-contractors will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate Bid.

#### 4 Pricing schedule

Cost driver	Quantity	Unit price	Total
1. Secure hosting and maintenance of Umalusi website for three (3) years			
2. Monthly website traffic google analytics report to be sent to Umalusi			
3. Back-ups Services			
4. Graphic Design Servicing			
5. Content Management			
6. Web design			
7. Account manager / liaison officer and user support			
8. Assist with migration and testing of website prior to launching (once off)			
Other			
Grand Total			

#### 5 Proposal time table

- Briefing Session: **10 April 2019** at 12:00 **precisely (Bidders will not be permitted to enter the compulsory session after the set time)**
- Closing date of bid enquiries: **17 April 2019 at 12:00**
- Closing date: **26 April 2019 at 12:00 precisely (Bidders will not be allowed to submit their proposals after the set time)**
- Proposals should be submitted by means of hard copies to be delivered at  
Umalusi,  
37 General Van Ryneveld Street  
Persequor Techno Park  
Pretoria  
0020  
For enquiries, please email : [tenders@umalusi.org.za](mailto:tenders@umalusi.org.za)