



REQUEST FOR PROPOSAL

For a service provider that will host the SACAA website and enable the public to access it via WWW (World Wide Web) and provide maintenance and support for a period of 5 years.

TERMS OF REFERENCE

1. INTRODUCTION.

The South African Civil Aviation Authority (SACAA) is a Schedule 3A public entity in terms of the Public Finance Management Act ("PFMA"). It was established on the 1st of October 1998, following the enactment of the now repealed South African Civil Aviation Authority Act, 1998 (Act No.40 of 1998). The Act provided for the establishment of a stand-alone authority charged with promoting, regulating, and enforcing civil aviation safety and security. It reflected the government's priorities and was in line with international trends in the aviation world, where more and more states are implementing this option.

The abovementioned Act was repealed by the Civil Aviation Act, 2009, (Act No.13 of 2009). The Act, provides for the establishment of a stand-alone authority mandated with controlling, promoting, regulating, supporting, developing, enforcing, and continuously improving levels of safety and security throughout the civil aviation industry. The SACAA is an agency of the Department of Transport (DoT). The above is to be achieved by complying with the Standards and Recommended Practices (SARPs) of the International Civil Aviation Organisation (ICAO), whilst considering and adapting to the local context.

2. BACKGROUND.

The organisation intends to appoint a third-party service provider for website hosting and related services. It is a mandatory requirement that the organisation retains full ownership and control of all digital assets, including but not limited to domain names, DNS configurations, hosting environments, and website content. The appointed service provider will act solely as a service provider and shall not assume ownership, custodianship, or exclusive control over any systems or assets.

3. INVITATION TO BID.

The purpose of this invitation is to appoint a hosting service provider that will host the SACAA website to enable the public to access it via WWW (World Wide Web) and provide maintenance and support on an as when required basis. The requirement is for an accredited hosting partner to host the website for a period of (5) five years.

Bidders must confirm compliance with the following:

3.1. Domain Ownership

- The domain name must be registered in the name of the organisation as the legal registrant.
- The service provider shall not register or retain ownership of the domain.
- The organisation must have full access to the domain registrar account at all times.

3.2. Hosting & Control Panel Access

- Full administrative access (root / cPanel / Plesk) must be granted to the organisation.
- The organisation shall retain the primary administrator account.
- The service provider may be granted secondary or delegated access for support purposes only.

3.3. DNS Management

- DNS must be hosted in an account controlled by the organisation or a mutually agreed independent provider.
- The organisation must retain the ability to change nameservers without restriction.

3.4. Credential Ownership

- All system credentials must be issued to and controlled by the organisation.
- Multi-factor authentication (MFA) must be supported and enabled.

3.5. Data Ownership & Portability

- All website content, databases, and configurations remain the property of the organisation.
- The provider must support full data export and migration at any time without penalties.

3.6. Exit and Transition Support

Upon termination, the provider must:

- Provide all credentials
- Deliver complete backups
- Assist with migration within a defined period

4. SCOPE OF WORK.

Provide proof of reliability, security, and stability of their Data Center.

4.1. The quotation should include the following:

- Size of hosting environment.

- Initial setup fee.
- Hosting fee for 5 years.
- Backups and disaster recovery.
- The hourly 150 hours for support and maintenance over five years on an as and when required basis. State the hourly rate for each year.
- Domain transfer capabilities (from the current Service Provider)

4.2. Indicate experience in Website Hosing (number of years).

4.3. Evidence of at least Tier 3 Data Center certification

4.4. Provide competence level on web hosting.

5. EVALUATION CRITERIA.

Bidders will be evaluated in accordance with the Supply Chain Management Policies as well as the Preferential Procurement Policy Framework, 2000 (Act No. 5 of 2000) and the Preferential Procurement Regulations of 2022. The evaluation criteria will consist of the following three (3) phases:

5.1 PHASE 1 – SCM MANDATORY COMPLIANCE REQUIREMENTS.

Bids received will be verified for completeness and correctness. The SACAA reserves the right to accept or reject a bid based on the completeness and correctness of the documentation and information provided. The set of bid documents must be completed and submitted. **(SACAA reserve the right to request information/additional documents if there are any missing from the bidder(s) submission).**

Bidders are to ensure that they submit the following documentation / information with their bid.

Document	Comments	Compulsory requirement
Proof of registration on the Central Supplier Database (CSD) of National Treasury	Prospective bidders must be registered on the Central Supplier Database (CSD) prior to submitting bids. Please indicate / supply the supplier number.	Yes
SBD 1 (Invitation to Bid)	Completed and signed	Yes
SBD 4 (Bidders Disclosure)	Completed and signed	Yes

5.2. PHASE 2 - TECHNICAL AND/ OR FUNCTIONALITY EVALUATION.

Assessment of Technical / Functional evaluation of the bid will be done in terms of the criteria as stated in the table below.

Bidders should take note of the Criteria, Weighting and Scoring when responding to this bid.

Table 1: Functionality Evaluation

FUNCTIONALITY EVALUATION: Functionality Description			
1.Technical Requirements: hosting infrastructure	Service provider must demonstrate that the hosting infrastructure will be compatible/supported to the following	Min	Max
	<ul style="list-style-type: none"> – MySQL 10.11.16-MariaDB-deb11 Points = 2 – PHP – v 8.2.31 Points = 2 – C-Panel Points = 2 – WordPress compatible. Points = 2 – Scheduled backups Points = 2 – Domain transfer Points = 2 – Cronjob maintenance Points = 2 – SSL/TLS Installation Points = 2 – Plugins Updates Points = 2 – Migration from current hosting environment Points = 2 <p>and that shall be measured through the competency rating levels above.</p>	10	20
2.) Hosting and Security Requirements	<p>Hosting and Security Requirements</p> <ul style="list-style-type: none"> – Level 3: three (3)- five (5) years of web hosting experience and meeting all technical requirements (hosting infrastructure and security) as indicated above = 20 Points 	20	30

	<ul style="list-style-type: none"> – Level 4: six (6)- seven (7) years of web hosting experience and meeting all technical requirements (hosting infrastructure and security) as indicated above = 25 Points – Level 5: more than seven (7) years of web hosting experience and meeting all technical requirements (hosting infrastructure and security) as indicated above = 30 Points <p>and that shall be measured through the competency rating levels above.</p>		
3.Company References and Experience	<p>Provide minimum of three (3) contactable reference letters that are not older than three years. Reference must be for web hosting.</p> <p>The SCM division will conduct a reference check.</p> <ul style="list-style-type: none"> - Three (3) – four (4) Reference letters with indicated date that is not older than three years = 15 Points - Five and more letters with a date that is not older than three years = 20 Points 	15	20
4.Ability to support the Proposed Infrastructure	<p>The tenderer to indicate the ability to support the following Infrastructure:</p> <ul style="list-style-type: none"> - Tier Three data center = 25 - Tier four or more data Center = 30 	25	30
Total Points		70	100

Bidder(s) who score minimum of **70** or more points on functionality will be considered for Price and SPECIFIC GOAL evaluations. Any bidder scoring less than minimum **70** points will not be considered further.

5.3. PHASE 3 – PRICE AND SPECIFIC GOAL EVALUATION.

Proposal will be evaluated in accordance with the 80/20 preference point system only on Price and SPECIFIC GOAL as follows:

5.3.1 The following PPPFA formula is used to evaluate price:

$$PS = 80 \left(1 - \frac{Pt - Pmin}{P} \right)$$

Ps = Points scored for price of the bid under consideration.

Pt = Rand value of bid under consideration.

Only bidders that have achieved the minimum qualifying points on functionality will be evaluated further in accordance with the 80/20 preference point system as follows:

Points for this request for quotes shall be awarded for:

- (a) Price; and
- (b) SPECIFIC GOAL (B-BBEE Status Level of Contributor).

The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOAL (B-BBEE STATUS LEVEL OF CONTRIBUTOR)	20
Total points for Price and SPECIFIC GOAL	100

The SACAA will award preference points for SPECIFIC GOAL to bidders who provide an original or certified copy of a valid B-BBEE Verification Certificate or Affidavit issued by the accredited verification agency. And If the Central Supplier Database copy reflect a valid B-BBEE certificate / affidavit date.

SPECIFIC GOAL (B-BBEE Status Level of Contributor)	Number of points
1	20
2	18
3	14
4	12
5	5
6	6
7	4
8	2

Non-Compliant contributor	0
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6. Submission of Bid Document.

The bid submission requires a three (3) envelope system as per Section 5 of the evaluation criteria.

6.1. Envelope 1

All mandatory documents on Phase 1.

6.2. Envelope 2

Technical proposal (1 original and copy).

6.3. Envelope 3

The pricing schedule shall be submitted on a separate envelope from the technical proposal for ease of evaluation, as these will be evaluated separately (1 original and 1 copy). Bidders are required to provide a detailed price schedule breakdown.

7. Bidders are required to submit neat and bounded documents, as SACAA will not be held responsible for any loss of documents whatsoever.
8. Bid documents shall be submitted in a sealed envelope and/or package clearly marked with the bid reference number as per the bid advert, bidder company name and be deposited in the tender box situated at the foyer of the SACAA head office, and be addressed as follows:
9. All bids submissions should be deposited or delivered at our Tender Box 1 on or before 11:00 am on the closing date of **26 June 2026**.