

**INXUBA YETHEMBA  
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*"A coherent developmental municipality putting people first and providing a better life for all its citizens"*

**REQUEST FOR QUOTATION**

<b>To:</b>	<b>ALL PROSPECTIVE SERVICE PROVIDERS</b>
<b>Project Name:</b>	<b>APPOINTMENT OF A SERVICE PROVIDER FOR HOSTING, SUPPORT, AND MAINTENANCE OF THE IYM WEBSITE.</b>
<b>Requestor:</b>	<b>INXUBA YETHEMBA MUNICIPALITY</b>
<b>QUOTATION NO.</b>	<b>IYM11/02/2023Q</b>
<b>NOTICE NO.</b>	<b>28/2023</b>
<b>Advert Date:</b>	<b>28 February 2023</b>
<b>Closing Date:</b>	<b>07<sup>th</sup> of March 2023</b>

**SPECIFICATION**

**SPECIFICATION AND PRICING SCHEDULE**

**Scope of work:**

<b>No.</b>	<b>Item</b>	<b>Quantity</b>	<b>Total Price</b>
1.	<b>IYM website for a period of twelve (12) months.</b>	<b>1</b>	
Hosting	<p>a) Bidders must submit an architecture of the hosting platform that will be implemented as part of the services. The hosting architecture must clearly depict the primary, failover (the continuity sites).</p> <p>b) Bidders must demonstrate how backups are processed between the sites for continuity.</p> <p>c) In addition, the architecture must depict the duration it takes to move over the website into the bidder's hosting site.</p>		

Develop	<ul style="list-style-type: none"> <li>d) On request update the website using existing content as well as new content that advances the website but ensures that current functionality is not compromised.</li> <li>e) Website must always be informative, interactive, user-friendly, and eye-catching, as well as attractive and professional, and must clearly communicate the objectives of IYM.</li> <li>f) Websites to present information in a clear, collated format.</li> <li>g) Website structure that is modern, accessible, and intuitive for users as well as easy to update.</li> <li>h) Website must be fully visible and scaled to size according to the device being used i.e. if it is viewed on a smartphone, it must scale down to a smartphone size.</li> <li>i) The site must be compatible with all the most commonly used web browsers</li> <li>j) The bidder must secure the existing site during transition, by preserving all current website content and functionality. Utilise the latest web / open-source technology available (e.g. macromedia flash animation, sound, and graphics).</li> <li>k) Ensure seamless communication and integration with other website</li> <li>l) Optimise the website to accommodate low bandwidth users.</li> </ul>			
Content management	<ul style="list-style-type: none"> <li>a) Upload of IYM content as and when required Bidders are requested to indicate</li> </ul>			

	<p>hourly rate.</p> <p>b) Content Management will include, but not limited to the following:</p> <ul style="list-style-type: none"> <li>- Content design and creation, scheduling, and editing.</li> <li>- Bidder to update/ refurb website in line with CI and themes agreed upon with the IYM after six (06) months.</li> <li>- IYM personnel will be granted access to do content management.</li> <li>- Training will be required for the intended personnel.</li> </ul>			
Tracking, Reporting and SEO	<p>a) Conduct -search engine optimization to ensure the website ranks well in search engines.</p> <p>b) Production of monthly Google Analytics Report, that can be customised and used by IYM to extract website usage statistics at any point in time but at a minimum monthly and annually for IYM's financial year.</p> <p>c) Production of a bi-annual SEO (search engine optimisation) report that will review the state of the website's ranking on major search engines.</p> <p>d) Make modifications to the site to enhance the SEO of the website.</p>			

Back Up	<ul style="list-style-type: none"> <li>a) Daily backup of all website data to safeguard website content in the event of a system crash. Periodic backup reports must be presented to IYM.</li> <li>b) Daily backups of the website and all website data must be stored for a period of One (1) year.</li> </ul>			
Maintainance	<ul style="list-style-type: none"> <li>a) The successful service provider will be expected to be available to respond to maintenance and support requests.</li> <li>b) The service provider must be available to assist remotely</li> <li>c) The successful service provider will be expected to enter into a service level agreement with IYM that details the way the support requirements will be met and turnaround times regarding maintenance and support.</li> <li>d) The service level agreement must state that the website has a guaranteed uptime of 99.9%.</li> <li>e) The intended support contract is based on the successful service provider providing IYM with website maintenance and support. It is expected that the successful service provider will be available to assist IYM with the following: <ul style="list-style-type: none"> <li>- ensure that the content management system is up to date and secure.</li> <li>- implement minor modifications, functionality changes and/or enhancements.</li> <li>- daily backup of all website</li> </ul> </li> </ul>			

	<p>data.</p> <ul style="list-style-type: none"> <li>- resolve any interruption or degradation of services within timeframes agreed in a service level agreement with IYM or alternatively provide an explanation as to why the turnaround time cannot be met; and</li> </ul> <p>f) Assistance with the development content to the website as and when requested.</p> <p>g) Training of specified IYM staff on how to use the website CMS when required.</p> <p>h) Implement major modifications, functionality changes and/or enhancements to the website. It is acknowledged that these may require additional time. In such instances the service provider will need to provide notice, subject to the approval of IYM, of the expected amount of website downtime. A scope of work will be used by IYM to detail agreed work and approve it.</p>			
General requirements	<p>a) The IYM will oversee content management and will own all content and will provide logos, branding, photographs, and content.</p> <p>b) No users outside of the successful service provider's company may be allowed to upload content to the website unless authorised by the Municipal Manager.</p> <p>c) No web design company indicators will be permitted on the website however the successful service provider will be able to insert their name at a location agreed to</p>			

	<p>by IYM.</p> <p>d) The main point of contact within IYM will be the ICT Manager</p>			
Security	<p>a) Bidder must secure the site using Web Application Firewall (WAF).</p> <p>b) The site's traffic must be secured with a digital certificate.</p> <p>c) Ongoing security patches to secure the website must be conducted. Periodic website security reports must be weekly to IYM.</p> <p>d) All security certificates of the website must be presented to IYM before the website becomes live and be included in the project documentation and plan.</p> <p>BOT Mitigation &amp; SSL</p>			
Transition and implementation	<p>a) The successful service provider will be required to provide a detailed transition plan for implementing the services required in Section 1</p> <p>b) Service providers must provide details pertaining to the qualification, capacity and experience of the service provider staff that will be assigned to work on IYM website for development and support</p> <p>c) All changes to the website will be overseen by the responsible IYM staff member/s before implementation.</p> <p>d) A project team and project plan will be discussed and finalised with the successful service provider</p>			
Project Management	<p>a) Bidders are requested to submit a project plan detailing activities of the project from appointment, development and hosting of the website, training of personnel and other key phases of the project.</p> <p>The project plan must also include activities to be performed during</p>			

	project closeout at the end of the contract.		
<b>Sub-total</b>			
<b>VAT</b>			
<b>Total</b>			

### Evaluation criteria

The quotes will be evaluated using the 80/20 preferential point system.

- 20 points will be allocated as follows:

### Locality: 50%

Locality	Number of Points 80/20
Enterprise within Inxuba Yethemba Local Municipality	10
Enterprise within Chris Hani District Municipality	8
Enterprise within Eastern Cape	5
Enterprise within South Africa	2
Enterprise from outside of South Africa	0

- Municipal Account must be submitted for points to be allocated.

### BBBEE: 50%

- 10 points will be allocated to 100% Black owned firms
- BBBEE certificate/ sworn affidavits must be submitted for points to be allocated.

### Payment for Services

Payment will be issued with 30 days after goods have delivered.

All relevant information must accompany all quotations submitted. No late or incomplete quotation will be accepted for consideration.

The municipality reserves the right not to accept the lowest or any quotation and no reason for the acceptance or rejection of a quotation will be furnished.

### General

- The Inxuba Yethemba Municipality Supply Chain Management policy shall apply
- All prices will be evaluated inclusive of VAT, except where a non-VAT vendor has submitted a responsive bid. In this case, all bids prices will be evaluated exclusive of VAT.
- Certified copies of identity documents of directors.
- Quotations must be signed or annexed with a company stamp.
- Bidders to supply municipal utility bill or lease agreement reflecting status of accounts.
- Bidders to include the following municipal declarations with the quotations: MBD 4 and MBD 9.
- Quotations to be valid for 60 days from the closing date.
- IYM reserves the right to award the quotation in full or part thereof.
- CSD report must be submitted
- SARS Pin or Tax compliance certificate

**Note: Failure to attach the B-BBEE Status Level Certificate will result in the bidder losing the preference points.**

Formal written price quotations should be submitted in a sealed envelope, clearly marked "QUOTATION NO 11/02/2022Q (**PROVISION FOR WEBSITE** )", which must be placed in the bid box, located at the Registry Office in the IYM offices No. 1 JA Calata Street, Cradock, 5880, **before 29 February 2023 at 12pm on the closing date. No email submissions will be allowed.**

For technical enquiries with regard to the Request for Quotation, please contact the Project Manager, Mr. L Mpotulo on 048 801 5014 or email [Impotulo@iym.gov.za](mailto:Impotulo@iym.gov.za)

**All suppliers are required to register on the Central Supplier Database (CSD), as well as submit a Declaration of Interest form (available from the Supply Chain Office). Information on the CSD is available on the CSD website: [www.csd.gov.za](http://www.csd.gov.za).**

Should you have any SCM related enquiries please contact the **Supply Chain Management Unit;**

- Mrs. L Ntloko (048) 801 5061 or email [lnitloko@iym.gov.za](mailto:lnitloko@iym.gov.za)

**CLOSING DATE: 7<sup>th</sup> of March 2023 AT 12H00**