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REQUEST FOR QUOTATIONS

DESCRIPTION	PROVIDE WEBSITE MAINTENANCE AND SUPPORT	
RFQ033-2023	CLOSING DATE: 18 NOVEMBER 2022	CLOSING TIME:15H00
ENQUIRIES MAY DIRECTED AS FOLLOWS, REGARDING		
BIDDING PROCEDURE: Mr Malwande Ntongana, tenders@ecsecc.org		TECHNICAL INFO: Mr Zwanga Mukhuthu zwanga@ecsecc.org

BIDDER'S INFORMATION					
NAME OF BIDDER					
BIDDER'S ADDRESS					
TELEPHONE NUMBER			VAT REGISTRATION NUMBER		
EMAIL ADDRESS					
COMPANY REGISTRATION NUMBER			CSD NUMBER	MAAA	
B-BBEE STATUS LEVEL		EXPIRY DATE			TCC COMPLIANT YES/NO

BID RESPONSE

QUOTATION AND BID DOCUMENTS MAY BE DELIVERED AS FOLLOWS:
DEPOSIT INTO THE TENDER BOX AT
ECSECC
12 GLOUCESTER ROAD
VINCENT
EAST LONDON
OR
BY EMAIL TO TENDERS@ECSECC.ORG



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1. DEFINITIONS/ ACRONYMS

1.1 **CMS** refers to Content Management System

1.2 **CSD** refers to the National Treasury Central Supplier Database

1.3 **ECSECC** refers to the Eastern Cape Socio Economic Consultative Council

1.4 **FTP Solutions** refers to File Transfer Protocol

1.5 **IIS** means Internet Information Services

1.6 **OTP** refers to the Office of the Premier in the Eastern Cape Province

1.7 **PFMA** refers to the Public Finance Management Act, Act No.1 of 1999, as amended

1.8 **SARS** means the South African Revenue Services

1.9 **TCC** means Tax Clearance Certificate as issued by the SARS

1.10 **VAT** refers to the Value Added Tax, in accordance with Value Added Tax Act, Act No. 89 of 1991

1.11 **Web API Solutions** means Web Application Programming Interface

2. INTRODUCTION

ECSECC is a Schedule 3C public entity reporting to the OTP which was established as a multi-stakeholder Council to advise the provincial government on improving service delivery and to create a common platform for debate between the various development communities of the Eastern Cape.

ECSECC as a knowledge-based organization, seeks to generate, effectively manage, and disseminate information and knowledge. Its core vision is to reduce poverty in the Eastern Cape by means of providing policy advice through facilitation of multi-agency partnerships for execution of provincial priorities, strategic intelligence, and platforms for short- and long-term innovations.

In pursuance of its mandate, ECSECC publishes research reports, working papers, other publications, and media products on a regular basis. ECSECC publications are made available on the ECSECC website, circulated to stakeholders, and exhibited at relevant events in the province.

It is against this background that ECSECC solicits service providers to provide website maintenance and support services.

3. BACKGROUND

In December 2020, ECSECC launched its new website www.ecsecc.org

The ECSECC website currently consists of four (4) big parts, all integrated into one solution, the parts being the following:

Part 1 is the front-end website written in Microsoft ASP.NET 4.8 with SQL Server, Bootstrap, jQuery and relevant frameworks. It is responsible to display content to the End User.

Part 2 is the back-end CMS solution written in Microsoft ASP.NET 4.8 with SQL Server, Bootstrap, jQuery and relevant frameworks. It is responsible for managing content displayed to the front-end user. It is the entry point for Part 3.

Part 3 is the bulk mailer written in Microsoft ASP.NET 4.8 with SQL Server, Bootstrap, jQuery and relevant frameworks. It is responsible for creating Content Templates, Contact Lists and Scheduling Email Message to be sent in a controlled manner. This

is coupled with Windows Service responsible for compiling the messages into the correct format and relaying it through ECSECC internal mail gateway.

Part 4 is the recruitment system responsible for creating vacancies at the front-end, managing candidates and candidate profiles to follow an audited process to ECSECC's recruitment needs.

4. SCOPE OF WORK

4.1 ECSECC solicits prospective service providers to:

- 4.1.1 Provide website maintenance support,
- 4.1.2 Do upgrades of the existing website, and
- 4.1.3 Develop a comprehensive training guide for ECSECC staff such that they are able to do maintenance and additions/ upgrades in future.

4.2 The service provider must perform the following tasks, to enhance ECSECC website functionality:

- 4.2.1 Conduct regular maintenance, troubleshooting timeously, and upgrades on www.ecsecc.org as per need, and
- 4.2.2 Ensure that the current information, look and feel on the ECSECC webpage is retained.

4.3 The service provider must be able to:

- 4.3.1 Setup, maintain Windows Server operating system including .NET, IIS, IIS6 and FTP solutions, and
- 4.3.2 Setup, maintain Microsoft SQL Server engine and databases.

5. COMPETENCY AND REQUIREMENTS

5.1 The bidders must demonstrate that their developers have the following capacity:

- 5.1.1 Proficiency in ASP.NET C# frameworks,
- 5.1.2 Ability to understand SQL language,
- 5.1.3 Competency with front-end frameworks such as Bootstrap, JavaScript, jQuery,
- 5.1.4 Ability to create, maintain and deploy Web API solutions.

5.2 The bidder must demonstrate:

- 5.2.1 Proven experience in copywriting and graphic design, and
- 5.2.2 Proven experience with the website maintenance, upgrades, and google /analytics.

6. DURATION OF CONTRACT

- 6.1 The successful bidder will be appointed for a period of thirty-six (36) months with an option to renew for an additional twenty-four (24) months at ECSECC's sole discretion. The renewal of the contract will be at intervals of twelve (12) months each and will be on the same terms and conditions unless the parties agree otherwise.
- 6.2 ECSECC reserves the right to cancel the contract at any time for reasons that will be provided to the service provider.
- 6.3 Non-performance and or poor performance may lead to immediate cancellation of a contract.

7. SUBMISSION OF QUOTATIONS

7.1 Bid documents may be submitted on or before the closing date and time, as follows:

7.1.1 Deposit your bid quoting reference **RFQ033-2023** into the tender box placed in the foyer **ECSECC office in 12 Gloucester Road, Vincent, East London.**

OR

7.1.2 Electronically by email a compressed zip folder to tenders@ecsecc.org quoting the reference **RFQ033-2023**.

OR

7.1.3 Electronically by email a link pointing to your cloud account for file access to tenders@ecsecc.org quoting the reference **RFQ033-2023**.

7.2 Bidding enquiries may be directed to Mr Malwande Ntongana at tenders@ecsecc.org or phone 043 701 3400.

7.3 Bidders are required to submit, **on or before 18 November 2022 at 15H00**, the following:

- 7.3.1 Comprehensive proposal showing how the scope of work will unfold and how the expected deliverables will be achieved. Proposal must respond to:
- How website upgrades/ development will be performed.
 - How maintenance and support will be rolled out.
 - How transfer of skills will be conducted.
 - How statistical analysis will be provided.
 - How the handover process at the termination of contract, including the intellectual property will be handled.
- 7.3.2 Cost breakdown must be provided covering all required aspects of this scope of work and requirements, including rates per hour or service personnel deployed to the service.

7.3.3 Returnable documents as supplied.

7.3.4 Failure to submit both 7.3.1 through to 7.3.3 will render your bid non-responsive.

8. EVALUATION CRITERIA

8.1 Gate 0: Prequalification

8.1.1 ECSECC transacts with service providers that have a compliant tax status.

8.1.2 ECSECC makes use of the Central Supplier Database (CSD) report to verify the tax status of suppliers. Please ensure that your tax affairs are in good order with South African Revenue Services (SARS). ECSECC does not transact with service providers that have a non-compliant tax status.

8.1.3 In the event where the Bidder submits a hard copy of the TCC, the CSD verification outcome will take precedence.

8.1.4 Submission of returnable documents, fully filled in and signed, as supplied.

8.2 Gate 1: Functionality Evaluation Criteria

8.2.1 Bidders must score a minimum of 80 points to proceed to Gate 2.

8.2.2 The functionality criteria will be as follows:

Element	Weight
Understanding the brief and approach to providing services a. Website upgrades/ development. b. Website maintenance and support. c. Skills sharing (comprehensive training guide). d. Intellectual property (handover process). e. Statistical analysis (Google Analytics).	30
Capacity: suitability of the skill mix of the team deployed to the project (website designer/ developer, copywriter, senior graphic designer, project manager) a. 5 websites developed (20 points) b. 4 websites developed (15 points) c. 3 websites developed (10 points) d. 2 websites developed (5 points) [subject to submission of CVs]	20

Element	Weight
Proven experience of team in website design/ development, and project management, deployed to the project (website designer/ developer, copywriter, senior graphic designer, project manager) a. 10 years' experience (10 points) b. 8 years' experience (7.5 points) c. 6 years' experience (5 points) d. 4 years' experience (2.5 points) [subject to submission of CVs]	10
Qualification of the website designer/ developer, project manager in IT or related. One of the following is accepted: a. Bachelor's Degree in Computer Science (10 points) b. National Diploma in Information Technology (10 points) c. National Diploma in Computer Systems (10 points) d. MCSE (10 points) e. MCSD (10 points) [subject to submission of CVs]	10
Proven experience of firm in website design/ development, and project management a. 5 websites developed (20 points) b. 4 websites developed (15 points) c. 3 websites developed (10 points) d. 2 websites developed (5 points) [points based on recent list of projects; recent being last 5 years]	20
Location a. Operational offices within the Eastern Cape (10 points) b. Operational offices within South Africa, outside of EC (5 points) [submit certified copy of municipal utility bill or lease agreement, etc.]	10
Total	100

8.3 Gate 2: Price and B-BBEE Evaluation

8.3.1 This bid will be evaluated in accordance with the 80/20 preference point system.

The evaluation will be as follows:

Element	Weight
Price	80
B-BBEE Status Level Contributor	20
Total	100

8.3.2 B-BBEE points will be allocated to bidders on submission of the following documents:

- 8.3.2.1 A duly completed Preference Point Claim Form, SBD6.1 and B-BBEE Certificate;
- 8.3.2.2 Certified copy of B-BBEE Rating Certificate from **SANAS** Accredited Rating Agency or a Registered Auditor approved by IRBA or a letter from Accounting Officer as contemplated in the CCA, where a bidder claims to be an Exempted Micro Enterprise (EME);
- 8.3.2.3 Certified copy of B-BBEE Rating Certificate from a **SANAS** Accredited Rating Agency or a Registered Auditor approved by IRBA, where a bidder claims to be a Qualifying Small Enterprise (QSE);
- 8.3.2.4 Certified copy of B-BBEE Rating Certificate from **SANAS** Accredited Rating Agency or a Registered Auditor approved by IRBA; and
- 8.3.2.5 Sworn affidavits must be fully populated, indicating the full date of the bidder's firm's financial year end from which the points claimed are based, and signed appropriately.

9. TERMS AND CONDITIONS

- 9.1 The RFQ forms should **not** be retyped or redrafted, but photocopies may be prepared and used.
- 9.2 Should the RFQ forms not be filled in by means of electronic devices, bidders are encouraged to complete forms in a **blank ink**.
- 9.3 The forms documents shall be completed, signed, and submitted with the bid.
- 9.4 Failure on the part of the bidder to sign any of the forms of the RFQ documents and thus to acknowledge and accept the conditions in writing or to complete the forms of RFQ documents, questionnaires, and specifications in all respects, may invalidate the bid.
- 9.5 Where items are specified in detail, the specifications form an integral part of the RFQ document and bidders shall indicate that the items offered are compliant to the specification, by way of a global code or picture detailing the specification or any other form that enables ECSECC to validate the items offered are compliant to the specification. In cases, where items offered are not compliant to specification, bidders shall indicate the deviations from the specification.
- 9.6 In instances where the bidder is not the manufacturer of the items offered, the bidder must state the relevant manufacturer or supplier of the items offered.
- 9.7 This RFQ will be processed in accordance with the PPPFA requirements and in line with the ECSECC SCM Policy.
- 9.8 This RFQ is subject to the General Conditions of Contract (GCC) and re-issues thereof. Copies of these GCC are obtainable from ECSECC office.
- 9.9 The quotation should reach this office not later than the closing date and time above. Please indicate the estimated date of delivery, next to delivery date, above.
- 9.10 Bids received after the closing and time (late bids), at the address indicated in the bid documents will not be accepted for consideration.
- 9.11 Prices should be in RSA currency and please indicate if VAT inclusive/exclusive. Price Offer should be valid for **90** days from the closing date of this RFQ.
- 9.12 ECSECC reserves the right to **not** award or cancel this bid at any time and shall not be bound to accept the lowest or any bid.

- 9.13 Should the quotation be submitted with any special terms and conditions which will govern or regulate or qualify the service that you will provide to ECSECC, same should be indicated as such in your quotation.
- 9.14 ECSECC reserves the right to accept those terms and conditions as originally submitted or to amend them in order to protect the rights and interests of ECSECC or reject them.
- 9.15 Should you refuse to agree to provide the said service subject to the amendment of the special terms and conditions, ECSECC will be entitled to reject your quotation.
- 9.16 ECSECC upholds good ethical principles. Should there be any transgression of ethics, you are required to report such to the CEO of ECSECC.
- 9.17 ECSECC does not pay for good/services **not** received.
- 9.18 Please note that ECSECC has up to 30 days to settle the account after receiving the items and invoice.

10. SERVICE LEVEL AGREEMENT

- 10.1 Upon award, ECSECC and the successful bidder will conclude a supplementary agreement regulating the specific terms and conditions applicable to the services being procured by ECSECC.

11. CHECKLIST

11.1 A checklist below which is not mutually exclusive and has been provided to highlight some of the important documents which must be included/ submitted with this RFQ.

11.2 Failure to submit these documents may result in your bid non-responsive and/or affect the bidder's score adversely.

Documents to be submitted	Submitted Yes/No	Comments
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Returnable Documents

1. Declaration of Interest Form		
2. Preference Points Claim Form		

Proposal to the Scope of Work

3. Comprehensive proposal		
4. Detailed breakdown of cost estimate		
5. Detailed list of current and completed contracts of similar services		
6. CVs/ profiles of proposed staff to be deployed to this assignment/ project		
7. Proof of qualification for staff deployed to this assignment/ project		
8. Company Profile		