



MUNICIPAL INFRASTRUCTURE
SUPPORT AGENT

Today, Creating a Better Tomorrow

Letaba House, Riverside Office Park, 1303 Heuwel Avenue, Centurion, 0046, Private Bag XI05, Centurion, 0046, Tel: 012-848-5300

TERMS OF REFERENCE AS ANNEXURE A.

1. INVITATION

1.1 The Municipal Infrastructure Support Agent (MISA) intends to appoint a service provider to maintain and support two of its WordPress websites (i.e. www.misa.gov.za and easternseaboard.gov.za). The contract is intended for a 3-year support and maintenance period.

2. BACKGROUND

2.1. The Municipal Infrastructure Support Agent (MISA) developed a website which went live in June 2018. The website was developed using Apache free web database software and WordPress free web and content management systems. The website was developed in order to profile the MISA brand and publish content such as tender information and annual reports and performance plans which should be made public in compliance with relevant requirements and or legal prescripts.

2.2. The Eastern Seaboard website (easternseaboard.gov.za) was later developed in 2022 using WordPress which is currently running on the IIS control panel(v6) using free plugins which must be upgraded to pro or premium versions. This website utilizes interactive mapping capabilities (GIS) which are currently running on a GeoHub.

3. PROJECT OBJECTIVES

3.1 To invite proposals from suitable service providers who could maintain, support and update both the MISA Websites.

3.2. To undertake a project with the appointed service provider for theme upgrade, and enhancement of the websites by adding pro/premium plugins, graphically designed

frames and mapping capabilities.

3.3. Ensure consistent functionality, security, and accessibility of both websites over the contract period (36 months).”

4. SCOPE OF WORK

4.1 MISA needs to appoint a professional service provider to perform the following tasks:

4.1.1. Supply MISA with plugins that will be capable of achieving the objectives and aims of the MISA websites and Content Management systems.

4.1.2. Renew the subscription of the premium plugins and graphically designed frames.

4.1.3. Upgrade the IIS web platform and its mapping capabilities and its database.

4.1.4. Upgrade and patch the Apache Webserver, MySQL, PHP and XAMPP components of the www.misa.gov.za website.

4.1.5. Implement and maintain the website automatic backup and security features using a relevant plugin(s).

4.1.6. Improve the website’s security by ensuring that it still uses the current or updated SSL certificate.

5. PROJECT OUTPUT AND OUTCOMES

The following shall be the project output and outcomes:

- MISA is supplied with plugins that will be capable of achieving the objectives and aims of the MISA websites and Content Management systems
- Implement website automatic backup and security features using a relevant plugin(s).
- The required upgrade and patching of the Apache Webserver and IIS, Heidi SQL, Apache, MySQL, PHP and XAMPP components of the www.misa.gov.za and easternseaboard.gov.za
- Plugins upgraded to premium/pro versions and renewed annually.
- SSL certificates installed and updated before expiry.
- Websites backed up daily with 30-day retention.
- Security monitoring implemented with alerts.
- Documented support log for all incidents and resolutions.

6. SERVICE PROVIDER EXPERIENCE & REQUIREMENTS.

6.1 Minimum 3 years’ experience in WordPress & server maintenance.

6.2 Provide at least 2 reference letters from similar projects in the past 5 years.

6.3 Provide CVs of key technical staff.

7. Contract Period

The appointment will be for 36 months (3 years), renewable annually based on performance.

8. Reporting & Communication

- Monthly meetings (virtual/physical) to track progress.
- Incident response time: critical issues resolved within 4 hours.

9. PRICING SCHEDULE

9.1 All pricing must be provided according to the pricing schedule below:

Item No	Item Description	Quantity/Rate	Unit Price	Price excl VAT
1.	Supply plugins with a license support period of 36 months which are compatible and capable of achieving the objectives and aims of the MISA websites and Content Management systems i.e. mitigating all security vulnerabilities which are but not limited to the following: <ol style="list-style-type: none"> 1. Daily, weekly and monthly backups. 2. Upgraded web platform; IIS Manage, Apache Webserver, PHP, MySQL, HeidiSQL and Xampp. 3. Updated themes 4. Updated plugins 5. Renewed SSL certificates 	300 over 36 months		
Item No	Item Description	All plugins per website over 3 years		Price excl VAT
2.	Renew subscriptions and updates the following plugins over 36 months for the MISA websites: https://www.misa.gov.za <ol style="list-style-type: none"> a. Jetpack b. Media sync c. All-in-One WP Migration and Backup d. WP Review Slider e. Really Simple Security f. Akismet Anti Spam http://easternseaboard.gov.za: <ol style="list-style-type: none"> g. Advanced custom fields h. Akismet Anti Spam 			

Item No	Item Description	Quantity/Rate	Unit Price	Price excl VAT
	i. All-in-One WP Migration and Backup j. Elementor k. Ele-custom skin l. Formidable m. Wp image zoom n. Jetpack o. Really Simple Security			
Sub-Total				
VAT (15%)				
Total Inclusive of VAT				

7. BRIEFING SESSION

7.1 There will be **NO** briefing session to be held as follows:

All queries must be directed to MISA's Supply Chain Management unit and the MISA IT Office as follows:

MISA SCM Representatives: 012 848 5316/5389/5346.