



## **REQUEST FOR PROPOSALS**

# **WEBSITE REDESIGN, HOSTING & MAINTENANCE FOR A PERIOD OF THREE (3) YEARS RENEWABLE ANNUALLY BASED ON PERFORMANCE**

**SCM72WEBSITEREDESIGN2026**

## **1. INTRODUCTION**

The Performing Arts Centre of the Free State (PACOFs) is a public entity reporting to the national Department of Sport, Arts and Culture. It is a schedule 3A public entity that came into its existence through an amendment of the Cultural Laws Second Amendment Act 69 of 2001.

PACOFs requires the services of an experienced company to redesign, host and maintain its website.

## **2. PURPOSE**

The purpose of this RFQ is to appoint a suitably qualified and experienced service provider for a period of three years, renewable annually based on performance to redesign, host and maintain its official website.

## **3. PRE-QUALIFICATION CRITERION**

Service providers who meet the following pre-qualification criterion may respond. A service provider that fails to meet this pre-qualifying criterion will not be accepted:

- 3.1) A respondent who has the in-house capacity to deliver the services required should submit their proposals. Outsourcing any parts of the work will result in disqualification.

## 4. SCOPE OF WORK

Design, develop, and deploy a modern, responsive, and accessible website for PACOFS. Incorporate a content management system (CMS) to allow internal staff easy content updates.

Highlight performances, events, ticket purchases, artists, news, and organisational information.

Ensure adherence to governmental regulations, accessibility standards, and the Performance Information Act (POPIA).

Provide secure, dependable, and scalable hosting for PACOFS.co.za and its associated subdomains. Guarantee a 99.9% uptime service level agreement (SLA) with proactive monitoring and automated failover solution.

The hosting must be fully managed, encompassing operating system updates, security patches, and backups.

Offer support for future growth. Including increased traffic, multimedia content, and streaming capabilities. Content development, curatorship, and quality control.

The scope of work and quote must include moving of the website from the current developer and host.

- **Website platform & Technology**

CMS: WordPress (preferred), Drupal, or equivalent open-source platform. Frameworks & **language' 8.x, MySQL/MariaDB, HTML5, CSS3, JavaScript (ES6+)**. Theme/Design: Fully responsive (mobile-first), Compatible with all major browsers, custom design aligned with PACOFS branding, performance: Page load speed < 3 seconds and Optimized images, lazy loading, caching integration.

- **Functional Requirements**

- Content Management: Role-based access (admin, editor, contributor), WYSIWYG editor with media management, multi-language support (English + other as needed), Events & Ticketing: Event calendar with filtering option, integration with ticketing system (internal or 3<sup>rd</sup> party).
- Communication: contact forms with spam protection, Newsletter subscription with Mailchimp or local mailing service integration.
- Multimedia Support: Photo and video galleries and embedded live streaming (YouTube, Facebook, Vimeo).
- Search: Full-text search with filters (Events, News, Documents).
- Service provider/company must be registered with domain south Africa or ZARC.

- **Security**

Enforce HTTPS across all pages, Secure Authentication (2FA for admins), input validation to prevent XSS/SQL injection, regular security patches and updates and POPIA- compliant handling of personal data.

- **Accessibility & Compliance**

WCAG 2.1 AA compliant design (alt text, color contrast, keyboard navigation), SEO- friendly architecture (schema.org, meta tags), Google Analytics for integration and Cookie consent banner + private policy.

- **Maintenance & Support**

Initial training for PACOFS staff Warranty period: 12 months bug fixing post-launch, Ongoing support SLA (updates, fixes, enhancements) and Regular CMS, plugin, and theme updates.

- **Backup & Recovery**

Scheduled database & content backup, Recovery testing every quarter and Failover staging environment for testing updates.

- **Deliverables**

- Full website (re-design and re-development). Conduct stakeholders need analysis, compile a list of recommendations for inclusion in the website design and interface.
- Review information architecture and content roadmap focusing on segmentation and stakeholder needs and provide monthly traffic statistics.
- The homepage and several secondary pages of the website should be shown to PACOFS to give them a clear visual idea of sites appearance and navigation (dummy link representation). This should be included with the quotation.
- Documentation: Technical documentation (CMS, plugins, integrations), User manual for content editors, Source code & design files (transferred to PACOFS) and Training session for staff.
- The Service Provider will be responsible for content development ,curatorship, and quality control of the website

- **Hosting Infrastructure: 3-year Hosting and Maintenance**

Quotation – The service provider is required to provide an upfront cost for the redesign of the website and the monthly hosting and maintenance fee for a period of 36 months. Failure which will result in in disqualification of the proposal. Annual increases should be indicated in the quotation.

## **5. EVALUATION CRITERIA**

### **Stage 1: Mandatory Requirements**

The bidders are required to provide the following documentation.

- a) Declaration of interest SBD 4
- b) Preference points claim form SBD 6.1
- c) Proof of registration on the Central Supplier Database and a valid tax pin.
- d) Valid B-BBEE certificate or sworn affidavit for B-BBEE Exempted Micro Enterprises.
- e) Detailed Company profile.
- f) Contactable references with reference letters on a company letterhead.
- g) Mock- up
- h) Maintenance plan

### **Stage 2: Functionality**

NO	CRITERIA	WEIGHT
1	<p><b>Proven experience and track record</b></p> <p><b>Attach proof</b> of relevant previous appointments – <b><u>Valid signed, written</u></b> references from contactable clients on their <b><u>letterhead</u></b> for <b><u>website redesign, hosting &amp; maintenance that is not older than 10(Ten years)</u></b></p> <p>(5 points for every relevant previous appointment)</p>	40
2	<p><b>Company profile (attach copy)</b></p> <p>➤ Provide company profile</p>	10
3	<p><b>Mock-up (attach images)</b></p> <p>Provide a mock-up of the proposed look and feel for the redesigned website through the link(The link must be valid for 30 days. (30 Points)</p>	30
4	<p><b>Maintenance Plan / Framework</b></p> <p>Provide a maintenance plan / framework for the redesigned website <b>AND</b> indicate what activities will be undertaken during maintenance, duration thereof and frequency etc.)</p>	20
	<b>TOTAL POINTS</b>	<b>/100</b>

**Note: Only bidders who obtain the threshold score of 70 points or more out of 100 functional requirements will qualify to be evaluated on Price and Preference Evaluation.**

### PHASE 3: PRICE AND SPECIFIC GOALS

Specific goals for the tender and points claimed are indicated per the table below.

The 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.

Before completing this form, tenderers must study the general conditions, definitions, and directives applicable in respect of the tender and preferential procurement regulations, 2022)

	POINTS
<b>PRICE</b>	80
<b>SPECIFIC GOALS</b>	20
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

### 6. CONTRACT PERIOD

The contract is for a period of 36 months, renewable annually based on performance.

### 7. SUBMISSION

Kindly complete SBD forms and send back with your quotation .Please ensure that all requested documentation is attached to avoid disqualification. All quotations must be submitted via e-mail to [quotation@pacofs.co.za](mailto:quotation@pacofs.co.za).

*For any queries, please contact Supply Chain at [quotation@pacofs.co.za](mailto:quotation@pacofs.co.za) or 051 – 447-7771*

1. Please provide your CSD supplier and unique registration number for verification on the CSD database. Please attach a valid tax clearance and B-BBEE certificate.
2. Please submit the completed SBD 4 Bidders Disclosure and SBD 6.1 Preference Points claim form in terms of the Preferential Procurement Regulations 2022.
3. Evaluation criteria 80/20 will be applicable as per Preferential Procurement Regulations 2022.
4. The service provider will be allocated points based on the goals stated in table 1 of SBD 6.1 as may be supported by proof/ documentation/. The B-BBEE Certificate/Sworn affidavit shall be used to verify claim of such points.
5. The offer scoring the highest points should win the quote. This quotation is subject to the Preferential Procurement Policy Framework Act, 2000 and the Preferential Procurement Regulations, 2022, the Conditions of Contract (GCC) and, if applicable, any other special conditions of contract

### **VERY IMPORTANT NOTICE!**

1. PLEASE SUBMIT QUOTATIONS ON A COMPANY LETTERHEAD.
2. PAYMENT WILL BE DONE WITHIN 30 DAYS AFTER RECEIPT OF THE ORIGINAL INVOICE.
3. BANKING DETAILS (REMITTANCE NAME; BRANCH CODE AND ACCOUNT NUMBER) MUST APPEAR ON YOUR INVOICE AND MUST CORRESPOND WITH THE BANKING DETAILS DISPLAYED ON THE CSD REGISTRATION REPORT.
4. PLEASE REMEMBER TO SIGN YOUR QUOTATION. UNSIGNED QUOTATIONS – INVALID.
5. THE TOTAL PRICE QUOTED MUST INCLUDE VAT AS WELL AS DELIVERY COSTS (THE COMPANY WHICH IS NOT VAT REGISTERED SHOULD NOT INCLUDE VAT IN THE PRICE).
6. IF VAT IS CLAIMED, VAT NUMBER SHOULD APPEAR ON THE QUOTATION.
7. NO CESSIONS WILL BE SIGNED.
8. A VALID B-BBEE CERTIFICATE SHOULD BE SUBMITTED.
9. QUOTATIONS SHOULD BE VALID FOR 30 DAYS.
10. PRICE QUOTED SHOULD NOT BE ON SPECIAL OR SALE.
11. PLEASE DO NOT INFLATE PRICES.
12. PACOFS RESERVES THE RIGHT TO AWARD OR WITHDRAW THE BID.
13. NO PREPAYMENT/UPFRONT PAYMENT WILL BE MADE BY PACOFS.
14. QUOTATIONS NOT OBTAINED THROUGH THE DEDICATED QUOTATIONS EMAIL WILL NOT BE USED TO APPOINT A SERVICE PROVIDER.

**OPENING DATE: 26 FEBRUARY 2026**

**CLOSING DATE & TIME FOR QUOTATION / PROPOSALS:**

**FRIDAY 06 MARCH 2026 at 11h00**

**Please submit quotation via E-mail to [quotation@pacofs.co.za](mailto:quotation@pacofs.co.za)**

**No late submission will be accepted!**

