**HSRC Publishing Website Service Specification.**

Services Required:

* Website Hosting
* Domain Hosting
* Website Maintenance

Current Website addresses

[www.hsrcpress.ac.za](http://www.hsrcpress.ac.za)

[www.bestred.co.za](http://www.bestred.co.za)

Once service provider to provide this service to have one point of contact.

Specifications for both services below:

The company needs to be hosting and domain hosting with international service provider.

Webhosting and domain hosting specification for Best Red.co.za and HSRCPress.ac.za

The supplier needs to have a minimum of 5 years’ worth of experience in dealing with website hosting and domain hosting.

* Manage Hosting of Bestred.co.za and HSRCPress.ac.za domain currently hosted with current supplier.
* Move sites from current supplier to new hosting platform.
* 99.95% uptime (not more than 4 hours of downtime in a year)
* Unlimited bandwidth usage
* 24/7 Technical Support
* Dedicated IP and service
* Backup and backup restoration
* Security antivirus
* Firewall
* Software upgrades
* 24/7 network and server
* Domain Management of both website names
* AWstats
* Be able to host traffic of 500+ countries, must have international global footprint.
* Be able to advise on hack attempts and successful hacking on the website.
* Host 1500+ titles
* Adding two extra domains (to be specified for web hosting, if necessary, in case of website rebuild.)
* Possible termination of contract if website is in process of rebrand.
* Scalable for traffic surges
* DDoS detection (Ransomware)
* Google Analytics incorporated (better than AWstats)

BestRed and HSRC Press Website Maintenance Specification

**Requirement**

HSRC publishing requires support and maintenance of its website (<http://www.hsrcpress.co.za>) (<http://www.bestred.co.za/>) for a period of 24 month.

This support is required for estimated time of 6 hours per month. The HSRC Publications require a technical and content support of their website to ensure that it enable it obligation to stakeholders and authors at large.

Responsibilities will include among others:

* Support of website including (upgrades, features changes and security fixes)
* Content editing and proofing support (if required)
* Content uploads (banners, new books, etc.)
* Content development (product updates)
* Graphic design of digital banners, buttons, etc. (if required)
* Design changes (adding images or creating information)
* Web-service (Apache) monitoring
* Responsive design. The website will fluidly adapt to any device tablet and desktop.
* The website needs to be optimised for all search engines. The website will follow SEO best practice and will be accessible by Google and other leading search engines.
* CMS-driven. The website will use Craft CMS, a content management system, to enable easy administration of the website.
* Accessible. Website users are able to find the content they are looking for.
* The service provide needs to offer the service of adding two extra domains (to be specified for webhosting, if necessary, in case of website rebuild.)
* The service provider needs to be able to work on existing website and upload new website interrupted global dissemination for open access when required.
* Possible termination of contract if website is in process of rebrand in SLA.
* To provide monthly reports on global dissemination, clear information, continental region, Africa per country. Analytics on number of downloads reach and page views. The report needs to quantify country information not local, but continental based solely on dissemination.
* Debugging in the vent of virus or hacking.

Standard Requirements to work with the technical aspects of the website:

* Craft CMS
* HTML5/CSS
* PHP7.0+
* Apache
* MySQL 5.5+

For any technical queries on the requirements or specifications contact Thabang Mafa via email: TMafa@hsrc.ac.za. For any queries on submission contact Meshack Monareng via email: MMonareng@hsrc.ac.za.

**EVALUATION CRITERIA THAT WILL BE APPLIED**

| **Functionality** | **Weight** |
| --- | --- |
| 1. **Extensive knowledge which includes working knowledge of website maintenance using technical aspects of website.**    1. A minimum of 5 years’ experience. Proof that the Service Provider has been in existence and in practice for a period. References and contact details (name of contact person, with telephone / cellphone number and e-mail address) of at least three clients for whom such work has been undertaken. | 30 |
| 1. **Project Management and quality control:**   2.1) The service provider needs to successfully deliver website maintenance execution plan demonstrating the understanding of the supporting all of the above requirements. The service provider must have the ability to plan successfully and complete the maintenance of website within the prescribed timeframes (6 hours per month).  2.2) The service provider needs to provide the quality of work that is accessible and simple to interpret and also ensure that any content updates be executed within 48hours. | 20  10 |
| **Capacity**  3.1) The service provider must have demonstrable knowledge on search engine optimization linking this includes generating of metadata and SEO keywords that will assist in organic ranking. The service provider must demonstrate the capacity to do this service (send sample report). A dedicated person or programme to assist with this function. demonstrate capacity to provide Africa-wide as well as global use and dissemination reports.  **Technical Support:**  3.2) The service provider needs to provide 24/7 technical support; this support is required for estimated time of 6 hours per month. The service provider must outline how they will provide that support. What will the reactionary time be. Within 6 hours. Company needs to demonstrate mitigations to prevent interruptions during load shedding (how they manage our technical support loadshedding- proof of backup power and certificates) | 20  20 |
| **TOTAL** | **100** |

Threshold (70)