

REQUEST FOR QUOTATION (RFQ) FOR APPOINTMENT OF WEB MAINTENANCE AND ONLINE SUPPORT

Reference Number	IZIKO Advancement _RFQ_2024/08/20
Description	Suitably experienced service providers are invited to submit quotations for a 12-month contract period to host, maintain and support Iziko Museum's websites and online presence.
Address	Iziko South African Museum, 25 Queen Victoria Street, Cape Town, 8001
Attention	Noleen Donson and Siphamandla Oupa
Closing date and time for submission	Monday, 9 September 2024 @ 11:00am
Method of delivery	Quotes / Proposals, and accompanying documentation, must be emailed to (SCM) 021 481 3917: & 021 481 3889 ndonson@iziko.org.za and scm@iziko.org.za
Technical enquiries	Melody Kleinsmith via email mediaofficer@iziko.org.za

Name of Company	
CSD Supplier Number (MA.....Number)	
B-BBEE Status Level of Contribution	
Quote Price (Incl Vat)	
Signature	

BIDDER'S DISCLOSURE (SBD 4)

1. PURPOSE OF THE FORM (SBD 4)

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read, and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement, or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements, or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5.1 There have been no consultations, communications, agreements, or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill, and knowledge in an activity for the execution of a contract.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF
PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING
ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO
BE FALSE.

.....

Signature

.....

Date

.....

Position

.....

Name of bidder (Company Name)

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT
REGULATIONS 2022**

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

The applicable preference point system for this tender is the 80/20 preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right) & \text{or} & Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right) \end{array}$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) & \text{or} & Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \end{array}$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 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.)

The specific goals allocated points in terms of this tender	Evidence	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Persons, or categories of persons, historically disadvantaged- (HDI) by unfair discrimination on the basis of	• Proof of B-BBEE certificate; • Company Registration Certification • Identification Documentation. • CSD report		
Race: Black persons (ownership)* 50% or more black ownership = 20 points Less than 50% black ownership = 10 points 0% black ownership = 0 points			

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses, or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders, and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

.....

REQUEST FOR QUOTATION FOR APPOINTMENT OF WEB HOSTING, MAINTENANCE AND ONLINE SUPPORT.

Iziko Museums of South Africa (Iziko) invites Suitably experienced service providers are invited to submit quotations for a 12-month contract period to host, maintain and support Iziko Museum's websites and online presence.

1. Background

Iziko Museums of South Africa (Iziko) is a schedule 3A public entity and non-profit organisation, partly subsidised by the National Department of Sport, Arts & Culture (DSAC), bringing together 11 national museums and a Social History Centre situated in the Western Cape under a single governance and leadership structure. Iziko was established in terms of the Cultural Institutions Act, 1998 (Act No. 119 of 1998) and is required to comply with the Public Finance Management Act (PFMA), 1999 (Act No. 1 of 1999, as amended) and its concomitant Regulations.

Iziko, an isiXhosa word meaning 'hearth', embodies the spirit of a transformed institution and our vision of 'African Museums of Excellence'. The hearth is traditionally and symbolically the social centre of the home; a place associated with warmth, kinship, and the spirits of ancestors. *Iziko was thus envisaged as a space for all South Africans to gather, nourish body and soul, and share stories and knowledge passed from one generation to the next.* Iziko seeks to celebrate our heritage whilst generating new cultural legacies for future generations, and a society that has moved beyond the shackles of the past.

2. Scope of Services

Increasingly, Iziko will seek to use its website and online platforms for the purposes of building online community. Website visitors, number of fans and followers, as well as engagement are strategic imperatives of the organisation and key performance indicators of the Marketing and Communications Unit.

Currently, the primary objective of the Iziko website is to serve as a marketing communications tool, to ensure that the organisation has a professional online presence; increase awareness and recognition of the Iziko brand and product offering; provide users with cohesive, consistent, and current communication related to the organization, its museums, exhibitions, events, and programmes. The website is also used as an archival repository.

It is envisaged that the Iziko website and microsites will be the foundation of an integrated and seamless online experience.

3. BRIEF & SPECIFICATIONS

The service provider will be required to:

What	Description/ Clarification detail/Comment
Hosting the Iziko website and microsites.	www.iziko.org.za and microsites: http://egyptinsouthafrica.iziko.org.za and http://slavery.iziko.org.za
Hosting Research websites:	Waspweb, Figweb and BioDiversityExplorer https://www.waspweb.org https://www.figweb.org http://biodiversityexplorer.info
Hosting current virtual exhibitions	BoonstraDiorama https://www.iziko.org.za/exhibitions/boonstra-diorama/ and VirtualTataMadiba https://www.iziko.org.za/exhibitions/tata-madiba-virtual-exhibition/
<u>**Please note that we will in the future need to host additional virtual websites (subdomains) and/or external ones.</u>	
Develop new additional pages and microsites	These could be campaign, exhibition and or project specific and will be briefed into workstream as and when required.
Develop and implement a ChatBot	Develop and implement a generative AI ChatBOT, support and maintenance thereof, as well as further future development and social integrations.
Maintain and update the Iziko website (www.iziko.org.za) and microsites, egyptinsouthafrica.iziko.org.za as well as slavery.iziko.org.za	Adding, and updating content to the websites, events, exhibitions calendars, banners, and other necessary and related content information as and when it is required and, to this end provide hourly costings for web maintenance and technical management of the primary Iziko website.
Technical maintenance, security, and back-up maintenance.	Ensure maximum <i>up-time</i> , purchasing and installing security certificates for all sites listed above, ensuring robust security, licencing when and where required, ensuring functionality of plugins, integrations where and when required, back-up records, debugging, as well as rapid response and issue resolution.
Optimisation and promotion flexible monthly allocation which can be used throughout the year.	Encourages continued traffic growth, strengthen search engine optimisation and rankings. Implementing online advertising and promotion via web, google and social related to campaigns (8 per fiscal) and commemorative days (9per fiscal) during specified periods.
Acquisition and management administration of Sketchfab Premium	Purchase annual professional subscription of 3 rd party-plugin for the design, development, rendering and sharing of 3D models and exhibitions.
Reporting	Ensuring that Google Analytics are functional Monthly statistical and narrative performance report.
Training and Support	Key Iziko and Advancement staff to enable them to get back-end access to update the web pages themselves (and offering telephonic support to them to this end).

4. Compliance Documents

Service Providers must submit all documents as outlined in the **Table** below.

Table 3: Compliance Documents

1	Central Supplier Database Report – with supplier number and company details (www.csd.gov.za)
2	Tax Status Verification Pin together with tax registration number.
3	Detailed pricing structure: A cost schedule detailing full cost breakdown, inclusive of VAT, any disbursement, and escalations, if applicable, etc. for the entire duration of the proposed contract must be provided.
4	A Valid B-BBEE Certificate or Sworn Affidavit to determine the Service provider's status level.
5	Annexure C - Confidentiality and Non-Disclosure Agreement.
6	SBD 4 – Bidders Disclosure.
7	Sb 6.1 Preference Points Claim Form in Terms of The Preferential Procurement Regulations 2022

5. Functionality Scoring

The Minimum qualifying score for functionality to advance is 70 out of 100.

All bidders achieving less than the minimum qualifying score will be declared non-responsive and will not qualify to be evaluated on Price and specific goals.

Functionality Criteria (70 points)				Points Allocation
1.	Company Profile/Experience: Service provider should at least have 5 years’ experience in website development. (Proof should be in the form of reference letter/(s). Name of the client. Contact Details. Dates when the websites were created (Start date and end date)			20
	Less than 3 years	3-5 years	Above 5 years	
	0	10	20	
2.	Developers Experience: the developer should have at least 3-5 years’ experience and be certified in the technology used to develop the website (Proof should be in the form of CV and relevant certificates) Specify number of years’ experience in hosting and maintaining websites: a) in general, and (b) for government departments and public entities			20
	Experience in general	Experience in general Public Sector, government departments and public entities		
	5	20		
3.	Describe/ detail the hosting solution specification for each of the required sites.			10
	Technical Knowledge	Understanding of Hosting Solutions		
	5	10		
4.	Specify monthly traffic allowance per site, Specify storage size/capacity for each of the sites.			20
	3 per site	5 per site	More Than 5 per site	
	5	10	20	
5.	List Content Management systems and technologies that the company works with and languages proficient in and indicate level of expertise (in terms of number of years):			20
	3 years	5 years	More Than 5years	
	5	10	20	
6.	Describe/Detail Training and Support			10
	Is the information presented in a well-structured and organized manner		Comprehensive overview of their training and support offerings. (10points)	
	5		10	
Total points				100
Minimum Stipulated Threshold to be met				70

6. Costing Breakdown

Price is an important factor as it ensures optimum value for money and should consider all potential aspects of the hosting, development, maintenance and optimisation process and implementation. A cost schedule detailing, inclusive of VAT, all applicable elements, detailing the following contract components must be provided here below:

Table: Cost Schedule Summary

No	Service Description	Cost per month	Total cost per year
1	Total hosting cost for all listed websites Monthly Cost of hosting the Iziko Museums of South Africa and related websites. www.iziko.org.za and microsites: https://egyptinsouthafrica.iziko.org.za and https://slavery.iziko.org.za - Waspweb, Figweb and BioDiversityExplorer https://www.waspweb.org; https://www.figweb.org https://biodiversityexplorer.info		
2	Acquisition and management administration of Sketchfab Premium In support of the future hosting of - BoonstraDiorama https://www.iziko.org.za/exhibitions/boonstra-diorama/ - and VirtualTataMadiba https://www.iziko.org.za/exhibitions/tata-madiba-virtual-exhibition/		
3	Monthly maintenance fee, billing rate per hour for maintenance costs up till 20 hours of standard maintenance hours per month. <i>Maintain and update the Iziko website and microsites.</i>		
4	Hourly rate of additional hours, should the 20hours per month be exceeded.		
5	Development fee for microsites and campaign pages.		
6	Develop and implement a ChatBot.		
5	Acquisition and management administration of annual professional subscription for 3 rd party plugin 3D Modelling SketchFab Premium.		
6	Monthly web and social media advertising and promotion costs. (Optimisation and promotion flexible monthly allocation which can be used throughout the year).		
7	Technical maintenance, security, and back-up maintenance.		
8	Costs for Google Analytics and other performance reports		
9	Indicate once-off costs for training staff to gain back-end access to update.		
	Total Excluding VAT		
	VAT 15%		
	Total including VAT		

7. Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on specific goals, allocated as indicated in the table below:

Description	Specific goals allocated points	Price
Total maximum points	20	80

Note: Failure to supply any of the compliance documents stipulated may lead to the quote not being considered.

8. Formal Contract

- a) The proposal and appended documentation read together form the basis for an agreement to be negotiated and concluded in a formal contract between Iziko and the preferred Service Provider.
- b) A mere offer and acceptance shall not constitute a formal contract of any nature for any purpose between Iziko and the preferred Service Provider/s.

9. General Principles

- a) The lowest or only quotation received will not necessarily be accepted.
- b) Iziko and its Council reserves the right to accept or reject any quotation in response to the Request to Quote and to withdraw its decision to seek the provision of these services at any time.

10. DECLARATION

The undersigned, who warrants that he / she is duly authorized to do so on behalf of the enterprise:

- i) confirms that neither the name of the enterprise or the name of any partner, manager, director or other person, who wholly or partly exercises, or may exercise, control over the enterprise appears on the Register of Tender Defaulters established in terms of the Prevention and Combating of Corrupt Activities Act of 2004;
- ii) confirms that no partner, member, director or other person, who wholly or partly exercises, or may exercise, control over the enterprise appears, has within the last five years been convicted of fraud or corruption;
- iii) confirms that I / we are not associated, linked or involved with any other tendering entities submitting tender offers and have no other relationship with any of the tenderers or those responsible for compiling the scope of work that could cause or be interpreted as a conflict of interest; and ;
- iv) confirms that the contents of this questionnaire/forms (SBD 4, & 6.1) are within my personal knowledge and are to the best of my belief both true and correct accept that, in addition to cancellation of a contract, action may be taken against me should the Declaration prove to be false.
- v) In terms of Preferential Procurement Regulation 11 and section 2(1) (f) of the Preferential Procurement Policy Framework Act, the IZIKO may consider the following objective criteria in the bid award:
 - vi) The risk of fruitless and wasteful expenditure to the IZIKO.
 - vii) The risk of an abnormally low bid.

viii) The risk of a material irregularity.

ix) The IZIKO reserve the right not to consider bids from Bidders who are currently in litigation with the IZIKO; and

x) The IZIKO further reserve the right not to award this tender to any Bidder based on the proven poor record of accomplishment of the Bidder in previous projects within the IZIKO and the referee submitted by the Bidder.

Signed

Date

Name

Position

Enterprise
name

Please note that if the supporting documentation is not provided then the submission will be classified as non-responsive.

1. Disqualification

Please note that if a bid document is not filled in correctly or completely, or complied with the specification, or is delivered/send after the bid closing date and time, or the supplier is not registered on the CSD or supplier has a non-compliant tax status, then unfortunately that bidder maybe disqualified. Please return this document with the supporting documents.

2. Bid Document Submission

Emailed tender documents will be accepted. However, the onus is on the tenderer to ensure that complete email documents have been received by the by the due date and time.

Please note that any alterations to the tender document other than filling in the tenderer's details and tender price will automatically disqualify the tenderer.