



## **REQUEST FOR QUOTATION – SAE 01/2023**

### **WEBSITE MAINTENANCE AND HOSTING FOR A PERIOD OF 12 MONTHS**

#### **1. Background**

The Durban ICC is one of the world's leading events and meetings venues. In order to maintain the extremely high standards demanded by clients and stakeholders, all marketing collateral needs to be specifically purchased, according to the requirements of our venue.

#### **2. Purpose of the request for proposal**

The current Durban ICC website has recently been upgraded and it is important that the same high-quality online experience is maintained over the next 12 months. The appointed service provider must be able to deliver the same standard in website performance, design and development in order to effectively communicate the brand, facilities and services on offer at the Durban ICC.

The Durban ICC requires the services of a skilled and innovative service provider to maintain (including design changes) and host our website for a period of 12 months. The service provider will work closely with the Durban ICC marketing and sales department to ensure the design requirements are met.

#### **Some of the key attributes**

- The site is built on the customised WordPress content management system.
- The site must remain intuitive and easily navigated.
- Information must be available with a minimum number of clicks.
- Pages must be clear, web 2.0 styled and content must not be buried in line with current design.
- Design should be clean and open in line with the Durban ICC corporate identity.
- Responsive design must be maintained i.e. mobisite version of the site must be functional across major smartphones and tablet platforms.
- Site must remain compatible with all major browsers Internet Explorer, Firefox, Safari, Google Chrome, and Opera.
- Google analytics must be maintained to provide rich insights into the traffic and marketing effectiveness of the website.
- Automated website backup must take place.
- Server internet connectivity must be fibre based.
- User action logging and auditing



**3. Scope of Work**

The scope of work includes the following areas of work:

- Website design and update maintenance
- Local site hosting inclusive of 20GB data bandwidth/month
- Supplier must have experience with WordPress sites of equivalent or higher profile with equivalent of higher volume of traffic.
- Provide a web environment that is accessible in multiple formats, platforms and devices (including mobile devices)
- There must be a content management (back end) system provided for the website
- The service provider must protect the website from failures, cyber and virus attacks
- The site must be accessible 24/7 with zero downtime
- Must ensure adequate internet bandwidth transfer capacity and redundant internet backbone capability to allow ease of internet traffic
- Service provider must ensure adequate server capacity to accommodate site needs and allow for sufficient future growth
- The contracted web development company must provide training and continuously give guidance on using the admin interface of the CMS
- The service provider will maintain full backup of the web site through the duration of the contract.
- The service provider will maintain full backup of the web site through the duration of the contract. This to allow for any website data to be available in the event of web server failure. The backup, code and source files will be delivered in full to the Durban ICC on closing of the contract.
- The service provider must have an automated testing system that checks for broken hyperlinks on the site
- Monitor the server logs and generate detailed reports (monthly, quarterly and annual) analysing updated and uploaded information

**Please Note:** A supplier will be deemed non-responsive and not evaluated if the above mandatory requirements are not met.

**4. Mandatory Requirements**

Does the service provider comply with the mandatory requirements listed below? Please acknowledge as illustrated.	Yes	No
<ul style="list-style-type: none"> <li>• Please attach five positive references of previous work executed in website redesigning, developing or hosting &amp; maintenance website for government institution/s as requested by the Durban ICC.</li> </ul>	✓	X
<ul style="list-style-type: none"> <li>• Please attach two detailed CV's of the key personnel with Certified Web Development Professional certificate or any web design certification plus experience in similar projects (Web design/maintenance/development), attach certified copies of:</li> </ul>		
<ul style="list-style-type: none"> <li>• Proof of locality – provide proof of local address with municipal statement</li> </ul>		
<ul style="list-style-type: none"> <li>• SEO and SEM Strategy - Prospective service providers must submit their proposed approach to SEO and SEM to be implemented for the Durban ICC website to maximize traffic and visitor engagement.</li> </ul>		
<ul style="list-style-type: none"> <li>• Supplier must have experience with WordPress sites of equivalent or higher profile with equivalent of higher volume of traffic.</li> </ul>		

**Please Note:** A supplier will be deemed non-responsive and not evaluated if the above mandatory requirements are not met.

**5. Evaluation**

The evaluation of the proposals will be based on how well the service provider demonstrates their development ability and how this is expressed in examples of previous work produced.

The second round of evaluation will involve the assessment of the respective pricing for the project.

The service provider is required to submit a portfolio of evidence for evaluation in the various categories listed below. Bidders that do not obtain a minimum score of 70% on functionality criteria will be excluded from further evaluation.

Criteria	Weight	Verification Method
<p><b>Relevant Company Experience</b> Prospective service providers must submit at least 5 examples of previous work on websites with an average of 10 000 visitors per month or more -</p>	40	Attach signed reference letters for experience with traceable contacts. Please provide a table indicating the nature of previous work, value, date commence and date completed
<p><b>SEO and SEM Strategy</b> Prospective service providers must submit their proposed approach to SEO and SEM to be implemented for the Durban ICC website to maximise traffic and visitor engagement.</p>	20	Detailed SEO and SEM approach
Criteria	Weight	Verification Method
<p><b>Team Capability / Experience</b></p> <p><b>Key Account Manager with 5 years' or more Experience in online development with Certified Web Development Professional certificate or any web design certification</b></p> <p><b>Project Manager with 5 years' or more Experience in online development with Certified Web Development Professional certificate or any web design certification</b></p> <p><b>Web Designer with 5 years' Experience or more in online development with Certified Web Development Professional certificate or any web design certification</b></p>	25	CV's of key personnel



<b>Location of Office –</b> The prospective service provider must submit evidence of a fully functioning office located within the Durban area.	15	EThekweni Municipality Water / Electricity Bills
<b>TOTAL</b>	<b>100</b>	

**6. Preconditions**

**A written proposal/quotation will not be considered unless the service provider who submits the quotation provides the following with their proposal/quotation:**

- 5.1 Full name
- 5.2 Identification or company or other registration number
- 5.3 Tax reference number and VAT number, if any
- 5.4 Valid original Tax clearance from South African Revenue Services which proves that the providers tax matters are in order
- 5.5 Valid BBBEE Certificate
- 5.6 MBD 4 Declaration of Interest form must be completed
- 5.7 The service provider must be registered on the CSD database and EThekweni Vendor Portal. Proof of registration needs to be submitted. Failure to be registered on these databases will adversely affect the awarding process and may result in the service provider being deemed non-responsive.

**CSD registration website:** <https://secure.csd.gov.za>

**EThekweni Vendor Portal registration:** <https://ethekwinivendor.durban.gov.za>

Or contact 031 322 7011 / 7154

[Fatima.milazi@durban.gov.za](mailto:Fatima.milazi@durban.gov.za) / [phumla.mdabe@durban.gov.za](mailto:phumla.mdabe@durban.gov.za)

**7. Compulsory Pricing Schedule (form of offer)**

Description	Unit cost	Frequency	Total (Unit cost x frequency)
To provide for 10 hours of design and update maintenance work a month on the WordPress platform - <b>(Monthly cost)</b>	R	x 12	R
Website hosting (based in South Africa) with 20GB traffic included - <b>(Monthly cost)</b>	R	x 12	R



To provide 5 hours of design and development for a quarterly electronic newsletter. Including the cost for Bulk Email send to a subscriber list of up to 10 000 recipients. <b>(Quarterly cost)</b>	R	x 4	R
	Total (Excl. VAT)		R
	15 % VAT		R
	Total (Incl. VAT)		R

Hourly rate for additional modifications over the monthly allocation (Including VAT)	R
Cost per GB for hosting additional bandwidth (Including VAT)	R

I.....being duly authorized thereto by ..... do hereby confirm that the information contained herein is true and correct and acknowledge that, should it be established that any of the information contained herein is false and incorrect; my company may be disqualified from quoting to the Durban ICC.

**Signature:**

**Date:**

**Note:** Failure of a Service Provider to complete and sign this page will invalidate the quotation




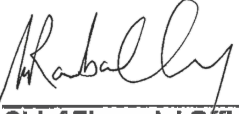

**8. Contact Person**

Sandile Makhanya –Acting Marketing & Communications Executive  
 Tel: 031 360 1192  
 Email: [sandilema@icc.co.za](mailto:sandilema@icc.co.za)

**9. Closing Date**

The print example, quotations, together with this document and supplier registration forms are to be placed in a sealed envelope marked for the attention of the Procurement Department and are to be placed in the Tender Box at the Durban ICC security entrance on the ground floor, 45 Bram Fischer Road Durban before **12h00 on 18 January 2023.**

10. Request approved by:

	04/01/2023
<hr/> <b>Acting Marketing &amp; Communications Executive</b> <b>Sandile Makhanya</b>	
	09.01.2023
<hr/> <b>SCM Compliance Officer</b> <b>Adwoa Milumba</b>	
	10/01/2023
<hr/> <b>Finance Executive</b> <b>Thenashree Naidoo</b>	
	10/01/2023
<hr/> <b>Chief Financial Officer</b> <b>Melanie Rambally</b>	
PP 	10/01/2023
<hr/> <b>Chief Executive Officer</b> <b>Lindiwe Rakharebe</b>	



**11. Past experience in similar assignments**

Assignment Description	Key Elements	Date Completed	Contact Person and Telephone Number	Assignment Value

I.....being duly authorized thereto by .....do hereby confirm that the information contained herein is true and correct and acknowledge that, should it be established that any of the information contained herein is false and incorrect, my company may be disqualified from quoting to the Durban ICC.

Name: *(Block Capitals)* \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**12. Declaration of Municipals Fees**

I, the undersigned, do hereby declare that the Municipal fees of

.....  
 (Full name of Company / Close Corporation / partnership / sole proprietary/Joint Venture)

(hereinafter referred to as the TENDERER) are, as at the date hereunder, fully paid or an Acknowledgement of Debt has been concluded with the Municipality to pay the said charges in instalments.

The following account details relate to property of the said TENDERER:

<u>Account</u>	<u>Account Number:</u> to be completed by tenderer.
Consolidated Account No.	<input type="text"/>
Electricity	<input type="text"/>
Water	<input type="text"/>
Rates	<input type="text"/>
Other	<input type="text"/>
Other	<input type="text"/>

I acknowledge that should the aforesaid Municipal charges fall into arrears, the Municipality may take such remedial action as is required, including termination of any contract, and any payments due to the Contractor by the Municipality shall be first set off against such arrears.

- Where the TENDERER'S place of business or business interests are outside the jurisdiction of eThekweni Municipality, a copy of the accounts/agreements from the relevant municipality must be attached (to the back inside cover of this document).
- Where the tenderer's Municipal Accounts are part of their lease agreement, then a copy of the agreement, or official letter to that effect is to be attached (to the back inside cover of this document).

NAME..... (Block Capitals)

SIGNATURE : ..... DATE: .....  
 (of person authorised to sign on behalf of the Tenderer)



**13. MBD4 Declaration of Interest**

- 12.1 No bid will be accepted from persons in the service of the state<sup>1</sup>.
- 12.2 Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
- 12.3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.
  - 12.3.1 Full name of bidder or his/her representative .....
  - 12.3.2 Identity number: .....
  - 12.3.3 Position occupied in the Company (director, trustee, shareholder<sup>2</sup>):  
.....
  - 12.3.4 Company Registration Number: .....
  - 12.3.5 Tax Reference Number: .....
  - 12.3.6 VAT Registration Number: .....
  - 12.3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

*References:*

<sup>1</sup> *MSCM Regulations: "in the service of the state" means to be –*

- (a) *a member of –*
  - *any municipal council*
  - *any provincial legislature*
  - *the National Assembly or the National Council of Provinces*
- (b) *a member of the board of directors of any municipal entity;*
- (c) *an official of any municipality or municipal entity;*
- (d) *an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);*
- (e) *a member of the accounting authority of any national or provincial public entity;*
- (f) *an employee of parliament or a provincial legislature.*

<sup>2</sup> *"Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.*

12.3.8 Are you presently in the service of the state?  
If yes, furnish particulars:

YES	NO
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12.3.9 Have you been in the service of the state for the past twelve months?  
If yes, furnish particulars:

YES	NO
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12.3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and/or adjudication of this bid?  
If yes, furnish particulars:

YES	NO
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12.3.11 Are you aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and/or adjudication of this bid? If yes, furnish particulars:

YES	NO
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12.3.12 Are any of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state?  
If yes, furnish particulars:

YES	NO
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12.3.13 Is any spouse, child or parent of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state? If yes, furnish particulars:

YES	NO
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12.3.14 Do you or any of the directors, trustees, managers, principal shareholders or stakeholders of this company have any interest in any other company or business whether or not they are bidding for this contract? If yes, furnish particulars:

YES	NO
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14. Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee No.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Capacity

\_\_\_\_\_  
Name of Bidder