

**INXUBA YETHEMBA  
UMASIPALA WASEKHAYA / PLAASLIKE MUNISIPALITEIT /  
LOCAL MUNICIPALITY**

P O Box 24  
CRADOCK  
5880  
TEL : +27(0)48 801 5000  
FAX : +27(0)48 881 1421



P O Box 55  
MIDDELBURG  
5900  
TEL : +27(0)49 842 1337  
FAX : +27(0)49 842 1310

*“A coherent developmental municipality putting people first and providing a better life for all its citizens”*

**REQUEST FOR QUOTATION**

<b>To:</b>	<b>ALL PROSPECTIVE SERVICE PROVIDERS</b>
<b>Project Name:</b>	<b>APPOINTMENT OF A SERVICE PROVIDER FOR DEVELOPING, HOSTING, SUPPORT, SECURITY, AND MAINTENANCE OF THE IYLM WEBSITE FOR A PERIOD OF 1 YEAR.</b>
<b>Requestor:</b>	<b>INXUBA YETHEMBA MUNICIPALITY</b>
<b>QUOTATION NO.</b>	<b>IYM08/10/2024Q</b>
<b>NOTICE NO.</b>	<b>248/2024</b>
<b>Advert Date:</b>	<b>06 NOVEMBER 2024</b>
<b>Closing Date:</b>	<b>13 NOVEMBER 2024</b>

**SPECIFICATION**

**SPECIFICATION AND PRICING SCHEDULE: APPOINTMENT OF A SERVICE PROVIDER FOR DEVELOPING, HOSTING, SUPPORT, SECURITY, AND MAINTENANCE OF THE IYLM WEBSITE FOR A PERIOD OF 1 YEAR.**

<b>No.</b>	<b>Description of Goods or Service</b>	<b>Quantity</b>	<b>Unit Price</b>	<b>Total Price</b>
1	<p><b>FUNCTIONALITY</b></p> <ul style="list-style-type: none"> <li>- On request, update the website using existing and new content that advances the website but ensures that current functionality is not compromised.</li> <li>- The website must always be informative, interactive, user-friendly, eye-catching, attractive, and professional and communicate the objectives of IYM.</li> <li>- Websites to present information in a clear, collated format.</li> <li>- Website structure that is modern, accessible, intuitive, and easy to update.</li> </ul> <p>Website must be prominent and scaled according to the device being used, i.e., if viewed on a smartphone, it must scale down to a smartphone size.</p>			

2	<p><b>CONTENT MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>- Bidders to upload IYM content as and when requested.</li> <li>- Content Management will include, but not be limited to, the following:</li> <li>- Content design and creation, scheduling, and editing.</li> <li>- Bidder to update/ refurb website in line with CI and themes agreed upon with the IYM after six (06) months.</li> <li>- IYLM personnel will be granted access to do content management.</li> <li>- Training will be required for the intended personnel.</li> </ul>			
3	<p><b>TRACKING, REPORTING &amp; SEO</b></p> <ul style="list-style-type: none"> <li>- Conduct -search engine optimization to ensure the website ranks well in search engines.</li> <li>- Production of monthly Google Analytics Report, which can be customized and used by IYM to extract website usage statistics at any time but at a minimum monthly and annually for IYM's financial year.</li> <li>- Production of a bi-annual SEO (search engine optimization) report that will review the state of the website's ranking on major search engines.</li> <li>- Make modifications to the site to enhance its SEO.</li> </ul>			
4	<p><b>BACKUP</b></p> <ul style="list-style-type: none"> <li>- Daily backup of all website data to safeguard website content during a system crash. Periodic backup reports must be presented to the IYM.</li> <li>- Daily backups of all website</li> </ul>			

	<p>data must be stored for three (3) years.</p> <ul style="list-style-type: none"> <li>- A copy of the code and hosting files will be sent to IYM before the website goes live.</li> </ul>			
5	<p><b>MAINTENANCE</b></p> <ul style="list-style-type: none"> <li>- The successful service provider will be expected to be available during weekdays between 8 am and 5 pm to respond to maintenance and support requests.</li> <li>- Remote support is available using TeamViewer OR Anydesk and the virtual private network (VPN).</li> <li>- The successful service provider will be expected to enter into a service-level agreement with IYM that details how the support requirements will be met and turnaround times regarding maintenance and support.</li> <li>- The service level agreement must state that the website has a guaranteed uptime of 99.9%.</li> <li>- The intended support contract is based on the successful service provider providing IYM with website maintenance and support. It is expected that the successful service provider will be available to assist IYM with the following: <ul style="list-style-type: none"> <li>- ensure that the content management system is up-to-date and secure.</li> <li>- implement minor modifications, functionality changes, and enhancements.</li> <li>- daily backup of all website data.</li> <li>- resolve any interruption or degradation of services within timeframes agreed in a service</li> </ul> </li> </ul>			

	<p>level agreement with IYM or explain why the turnaround time cannot be met; and</p> <ul style="list-style-type: none"> <li>- Assistance with developing content for the website as and when requested.</li> <li>- Train the specified IYM staff on how to use the website CMS when required.</li> <li>- Implement major modifications, functionality changes, and enhancements to the website. It is acknowledged that these may require additional time. In such instances, the service provider will need to provide notice, subject to the approval of IYM, of the expected amount of website downtime. IYM will use a scope of work to detail and approve the agreed work.</li> </ul>			
6	<p><b>GENERAL REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>- The IYM will oversee content management, own all content, branding and photographs.</li> <li>- The service provider must redesign the IYM logo for the website.</li> <li>- No users outside the successful service provider's company may be allowed to upload content to the website unless authorized by the Municipal Manager and ICT Manager of IYM.</li> <li>- No web design company indicators will be permitted on the website; however, the successful service provider can insert their name at a location agreed to by IYM.</li> </ul> <p>The main point of contact within IYM will be the ICT Systems Administrator. Still, all services are performed under the direction of IYM's ICT Steering Committee, and a project team is constituted for a certain agreed period.</p>			
7	<p><b>SECURITY</b></p> <ul style="list-style-type: none"> <li>- Bidder must secure the website using Web Application Firewall</li> </ul>			

	<p>(WAF).</p> <ul style="list-style-type: none"> <li>- The site's traffic must be secured with a digital certificate.</li> <li>- Ongoing security patches must be conducted to secure the website. Periodic website security reports must be sent weekly to ICT personnel email (<a href="mailto:ictsupport@iy.gov.za">ictsupport@iy.gov.za</a>).</li> </ul> <p>All website security certificates must be presented to IYM before the website becomes live and included in the project documentation and plan.</p>			
8	<p><b>TRANSITION &amp; IMPEMENTATION</b></p> <ul style="list-style-type: none"> <li>- The successful service provider will be required to provide a detailed transition plan for implementing the services required in Section 1</li> <li>- Service providers must provide details about the qualification, capacity, and experience of the service provider staff that will be assigned to work on the IYM website for development and support</li> <li>- The responsible IYM staff will oversee all changes to the website member/s before implementation.</li> </ul> <p>A project team and project plan will be discussed and finalized with the successful service provider</p>			
9	<p><b>PROJECT MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>- Bidders must submit a project plan detailing the project's activities, from appointment to development, website hosting, personnel training, and other critical phases.</li> <li>- The training must cover the following: <ul style="list-style-type: none"> <li>• Website hosting</li> <li>• Website Security</li> <li>• Website navigation</li> <li>• Website content management</li> </ul> </li> </ul> <p>The project plan must also include activities to be performed during project closeout at the end of the contract.</p>			
10	Website: Design and creation, scheduling, and editing			
11	Monthly website hosting services			

12	Website maintenance & support			
13	Updating of website content,digital career portal, and maintenance costs per hour, limited to 10 hours a month			
	Vat @ 15%			
	<b>TOTAL</b>			

### Evaluation criteria

The quotes will be evaluated using the 80/20 preferential point system.

- 20 points will be allocated as follows:

### Locality: 50%

Locality	Number of Points 80/20
Enterprise within Inxuba Yethemba Local Municipality	10
Enterprise within Chris Hani District Municipality	8
Enterprise within Eastern Cape	5
Enterprise within South Africa	2
Enterprise from outside of South Africa	0

- Municipal Account must be submitted for points to be allocated.

### BBBEE: 50%

- 10 points will be allocated to 100% Black owned firms
- BBBEE certificate/ sworn affidavits must be submitted for points to be allocated.

### Payment for Services

Payment will be issued with 30 days after goods have delivered.

All relevant information must accompany all quotations submitted. No late or incomplete quotation will be accepted for consideration.

The municipality reserves the right not to accept the lowest or any quotation and no reason for the acceptance or rejection of a quotation will be furnished.

### General

- The Inxuba Yethemba Municipality Supply Chain Management policy shall apply
- All prices will be evaluated inclusive of VAT, except where a non-VAT vendor has submitted a responsive bid. In this case, all bids prices will be evaluated exclusive of VAT.
- Certified copies of identity documents of directors.
- Quotations must be signed or annexed with a company stamp.
- Bidders to supply municipal utility bill or lease agreement reflecting status of accounts.
- Bidders to include the following municipal declarations with the quotations: MBD 4 and MBD 9.
- Quotations to be valid for 60 days from the closing date.
- IYM reserves the right to award the quotation in full or part thereof.
- CSD report must be submitted
- SARS Pin or Tax compliance certificate

**Note: Failure to attach the B-BBEE Status Level Certificate will result in the bidder losing the preference points. Please note that a service level agreement will be signed by the service provider**

**and the municipality, upon appointment.**

Formal written price quotations should be submitted in a sealed envelope, clearly marked "QUOTATION NO:IYM08/10/2024Q(**APPOINTMENT OF A SERVICE PROVIDER FOR DEVELOPING, HOSTING, SUPPORT, SECURITY, AND MAINTENANCE OF THE IYLM WEBSITE FOR A PERIOD OF 1 YEAR**) which must be placed in the bid box, located at the Registry Office in the IYM offices No. 1 JA Calata Street, Cradock, 5880, **before 12 pm on the closing date 13 NOVEMBER 2024 . No email submissions will be allowed.**

For inquiries regarding the Request for Quotation, please contact the Project Manager, Mr. S Myeni at 0488015014 or email [smyeni@iym.gov.za](mailto:smyeni@iym.gov.za)

**All suppliers are required to register on the Central Supplier Database (CSD), as well as submit a Declaration of Interest form (available from the Supply Chain Office). Information on the CSD is available on the CSD website: [www.csd.gov.za](http://www.csd.gov.za).**

Should you have SCM-related inquiries please contact the **Supply Chain Management Unit;**

- Tandelwetu Petelo (048) 801 5139 or email [tpetelo@iym.gov.za](mailto:tpetelo@iym.gov.za)

**CLOSING DATE: 13 NOVEMBER 2024 AT 12H00**