



PanSALB
PAN SOUTH AFRICAN LANGUAGE BOARD

TERMS OF REFERENCE

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE WEBSITE HOSTING, SUPPORT AND MAINTENANCE FOR A PERIOD OF TWO (02) YEARS. – CLOSING DATE: 29 NOVEMBER 2024

Project Identification

Name of Client	Pan South African Language Board (PanSALB)
Project Purpose	APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF A WEBSITE HOSTING, SUPPORT AND MAINTENANCE FOR A PERIOD OF TWO (02) YEARS. – CLOSING DATE: 29 NOVEMBER 2024

1. PURPOSE

- 1.1. The purpose of this Request for Quotation (RFQ) is to appoint a suitably qualified service provider with a proven track record to assist with the provision of Website hosting, Support and Maintenance Services for the Pan South African Language Board (PanSALB) for a period of 24 months

2. SCOPE OF SERVICES TO BE RENDERED

- 2.1. We are looking for a partner who can provide robust managed WordPress hosting services, ensuring optimal performance, advanced security, and reliable support. The successful provider will offer a comprehensive solution that includes the necessary technical features to support our site's growth and operational needs.

Website Hosting requirements

1. Hosting public website.
2. Providing adequate security measures to prevent and address cyber-attacks.
3. Regular backups.
4. PanSALB news updates website.
5. Content updates on website.

Continuous support and Maintenance

6. Supporting and maintenance,
7. Providing adequate staff training and tutorials,
8. Consultancy for new developments and ideas,
9. Accessibility consultancy,
10. Testing and providing proof of testing,
11. Development work on a case-by-case basis
12. Monitoring service levels incl. Periodical testing for dead links

Support and Service

13. 24/7 Priority Support: Access to high-priority support via email, or phone
14. 99.9% Uptime Guarantee: Ensuring our website remains accessible at all times.
15. Maintenance: Regular updates and maintenance should be performed weekly and monthly (e.g. updating job posts, classified ads and other website content)

Developer

The dedicated developer must have extensive knowledge and background in utilizing WordPress content management system to manage web sites and will be expected to complete the responsibilities described below:

1. Perform regular maintenance of the website; make recommendations to staff on how to improve and optimize the site. Plug-in and Theme Updates (weekly)
2. Manage and publish content; ensure content is consistent and in line with PanSALB's brand, identity and mission.
3. Proactively monitor site content and ensure information displayed is accurate and current.
4. Assist with the creation and or update of site content as needed.
5. Maintain the integrity of the site against spam, hackers, viruses and electronic attacks via firewalls, security software and passwords.
6. Update drop down menus as needed to function effortlessly to ensure visitor satisfaction.
7. Update, edit and create various graphics when required for the website. Pages are updated daily, monthly, seasonally and/or as needed.
8. Hold a monthly meeting which will review the report and discuss the scheduled work for the coming month
9. Training of PanSALB staff on how to use WordPress when required.
10. Attend to technical functionality changes and modifications requested by the client
11. Ensure an optimized browsing experience and compatibility with modern browsers and common devices with no loss of functions or features
12. Fix any functionality errors that arise in updating of the CMS and plugins, extensions and themes and perform bug fixes in a quick and reliable manner

5 ASSUMPTIONS

- 5.1** The service provider has the required resources, who has the necessary capacity, experience and qualifications to fulfil these tasks.

6 PRICING CONSIDERATIONS

- 6.1 Service providers must ensure that the price quotations are inclusive of all applicable taxes (including VAT). Costing must comprise of all the relevant services proposed in the bidder's submission (but not limited to).

Service Description	QTY	Unit Price	Total
Support, hosting, and maintenance of PanSALB website for 24 months (Monthly cost)			
Migration and testing of hosting website from current service provider (once off)			
		Total	
		Vat15%	
		Total including vat	

7 PAYMENT

- 7.1 Payment will be process within 30 days upon the successful service provider having presented a valid invoice.

8 MANDATORY REQUIREMENTS

- 8.1 Bidders must ensure that the following submission requirements are included in their bids. Failure to submit any of the submission requirements below shall render the bid invalid and lead to disqualification.

- 8.1.1. Duly completed and signed Standard Bidding Documents (SBD 4, and 6.1);
- 8.1.2. Central Supplier Database (CSD) number/report;
- 8.1.3. Detailed Curriculum Vitae of key personnel

9 EVALUATION CRITERIA

9.1 Phase 1 Pre-Qualification Criteria (Mandatory)

- 9.1.1. Duly completed and signed Standard Bidding Documents (SBD 4, and 6.1);
- 9.1.2. Central Supplier Database (CSD) number/report;
- 9.1.3. Detailed Curriculum Vitae of key personnel

9.2 Phase 2 Functionality Evaluation

Only bidders that have met the pre-qualification criteria will be evaluated for functional evaluation. In this phase the evaluation will be based on the bidders responses in respect of the bid proposal. Prospective bidders who score a minimum of 70 points or more will be considered for the next Phase 3 (Preferential Procurement Regulations of 2022 in terms of the 80/20 Points system)

TECHNICAL EVALUATION CRITERIA	SCORING	WEIGHT
A. Relevant Qualifications of proposed Labour Relations Expert		
Proposed Key Personnel	Qualifications and CV with a minimum of 5 years' experience submitted = 40 2 years' experience = 20	40
B. Professional Credentials		
Portfolio	4 = 5 current website links (40) 3 = 4 current website links (30) 2 = 3 current website links (20) 1 = 2 current website links (10)	40
C: Previous related work for the past three years		
Reference letters	2 = 3 reference letters (20)	20
	1 = 2 reference letters (10)	
Total Technical Threshold		70%
Maximum Score		100%

10 BID VALIDITY

The bid will be valid for a period of 60 days from the closing date.