

uMHLATHUZE MUNICIPAL WEBSITE

SPECIAL INSTRUCTIONS: PRE-QUALIFICATION CRITERIA

Note that the bid is reserved for bidders with Broad-Based Black Economic Empowerment Contributors, BBBEE level 1 in terms of PPPFA Regulations 4(1)(a).

1. Website Overview

The Municipality views the website as an essential communication channel with the local community and a broad spectrum of stakeholders and interested parties. In light of this, it is essential to ensure the effective and efficient management and administration of the website. The need has arisen to enter into/ renew a Service Level Agreement for Website hosting, Maintenance and Content Management including sourcing and updating of the existing uMhlathuze Municipality and Richards Bay Airport websites.

The website must reflect all Municipal events taking place in uMhlathuze area, be attractive, user friendly and take business and community needs into account. The user must see value in using the website and the site should encourage residents, businesses and other stakeholders to use in ways that add value, encouraging two-way interactions. The website must be responsive, simple and easily accessible through all types of devices including mobile and desktop.

2. Current Website Technology

	<i>Technology</i>	<i>version</i>
1	PHP	Latest version
2	MySQL	Latest version
3	Apache	Latest version
4	HTML	Latest version
5	Java Scripts	Latest version
6	CMS- JOOMLA	Latest version
7	Linux	Latest version

3. Scope of Work

The Service provider must have extensive knowledge and experienced background in utilizing the Joomla content management system to manage the websites. It is imperative that the Service provider adheres and complies with the requirements and responsibilities described below:

- (i) Maintain best practice for Search Engine Optimization (SEO) and Search Engine Marketing (SEM) program that equates to an increase in overall number of visitors.
- (ii) Update website plugins and modules

- (iii) Upgrade the Joomla CMS package to the current version
- (iv) Update the php version to the latest version available
- (v) Update, edit and create various graphics when required for the website.
- (vi) Pages should be updated daily, monthly, seasonally or as required.
- (vii) Source website content and Publish on the website after approval by the Municipality
- (viii) Maintain the integrity of the site and social media accounts against spam, hackers, viruses and electronic attacks via firewalls, security software and passwords and social media postings regarding inappropriate comments.
- (ix) Maintain the social media accounts, including, but not limited to Facebook, Twitter and YouTube with updates and targeted promotions.
- (x) Create daily, weekly and monthly website backup
- (xi) Submit monthly reports on how the site is being used.
- (xii) Maintain measurements that includes traffic sources, top keywords, top pages and referrals. Other measurable components could include unique visitors, number of visits, page views, etc.
- (xiii) Provide City of uMhlathuze (COU) with website analyzer access.
- (xiv) Maintain drop down menus if required.
- (xv) Maintain the uMhlathuze calendar of events, as searchable by date and type of event.
- (xvi) Manage feedback forms
- (xvii) Create seasonal electronic display ads; update icons and makes changes as needed for events, business listings and photos (sizing & graphics).
- (xviii) Manage Municipal videos
- (xix) Rearrange the Municipal website structure, adding new rows and plugin positions
- (xx) Create blog posts that inform community of what is happening in and around the Municipality.
- (xxi) Maintain changes of newsletter templates to be used on COU website
- (xxii) Manage the website SSL Certificate installation
- (xxiii) Attend municipal meetings and events to gather required and relevant content for the websites
- (xxiv)** Participate in meetings, held as needed with COU staff to discuss issues, needs or special projects.
- (xxv)** Manage tenders, quotations and vacancy pages
- (xxvi)** Manage archived documents – backup – resize – shortening the file names
- (xxvii)** Manage social feeds

4. The airport website requirements.

- Manage the booking system for both Airline and Car rental
- Manage feedback forms
- Report Weather in Richards Bay.

5. Other Applicable Compulsory Requirements

The content of this Request for Quotation and submitted documents by the bidder will form part of the service level agreement (SLA). Therefore, the document must be completed in full as per (i) below.

- (i) This document **must be completed in full and signed**. Failure to comply with this requirement will invalidate your bid. **All pages must be returned.**
- (ii)** The bidder must engage with various stakeholders at different levels ensuring that their requirements and inputs are taken into account.
- (iii) The bidder must be able meet all the requirements listed in the scope of work above
- (iv) The bidder must provide a sample of the reporting and analytics capabilities e.g, the different types of web stats, and clearly state which elements were demonstrated.
- (v) The bidder must have an understanding of End User needs to match with adequate technical solutions.

- (vi) The bidder must have a strong track record in web site design, security and administration, Google analytics.
- (vii) The bidder must adhere to the policies of the City of uMhlatuze including but not limited to ICT and Safety policies.
- (viii) The bidder must work and discuss requirements with the City of uMhlatuze ICT Staff and other stakeholders.
- (ix) The bidder must ensure that downtime and associated business costs are minimised during the cut-over/upgrades of the website.
- (x) The contract will conform to the City of uMhlatuze standard agreement format.
- (xi) The quoted amounts must include all fees and no hidden costs.**
- (xii) The bidder must take full responsibility of website disaster recovery and service continuity plan including redundancy to minimize downtime to less than 24 hours in line with the municipal Business Continuity Plan**
- (xiii) The bidder must take full responsibility of website security, therefore ensuring prevention of any form of cyber threat.**
- (xiv) The bidder must able to publish urgent notices within 10 minutes.**
- (xv) The must be able to attend required urgent ad-hoc meetings/ event within 1 hour after notification.**

Failure to meet the above requirements will invalidate your bid

All bidders are required to respond by put a cross to response selected, to the following questionnaire, failure to meet the requirements asked about below will invalidate your bid

i)	<i>Will the bidder take full responsibility of website security, therefore ensuring prevention of any form of cyber threat?</i>	Yes	No
ii)	<i>Will the bidder take full responsibility of website disaster recovery and service continuity plan including redundancy to minimize downtime to less than 24 hours in line with the municipal Business Continuity Plan?</i>	Yes	No
iii)	<i>Will the bidder take full responsibility of website disaster recovery and service continuity plan including redundancy to minimize downtime to less than 24 hours in line with the municipal Business Continuity Plan?</i>	Yes	No
iv)	<i>Will your company be able to publish urgent notices for immediate release on the website with the time period not exceeding 10 minutes?</i>	Yes	No

6. FUNCTIONALITY EVALUATION CRITERIA

The following is a compulsory requirement that the interested bidder should meet in order to continue to the next level of evaluation. Failure to meet this compulsory requirement will invalidate your bid. This is relevant to the airport website management as this is a current source of revenue for the municipality.

Therefore, the bidder must submit the following details proving the working experience with any online booking system for airline and car rentals.

Customer	Booking system name	System description (What is used for?)	Which airport or rental company is using the system?	Customer contact name and number
i)				

Furthermore, the bidder must score a minimum of 70% on the following Evaluation in order to be considered.

The bidder must submit specified documents

A)

a1)

Key Aspect of Criterion	Basis of Points Allocation	Max Points	Verification Method
The bidder must submit a minimum of 3 Curriculum Vitae (CVs) of the team to be assigned to the project. The CVs must show relevant experience and must be accompanied by the relevant qualifications. Names of the first 3 team members submitting their CVs must be recorded below.	Minimum of 3 CV's have been submitted, including Relevant Qualifications proving relevant experience in the website development	10	Minimum of 3 CV's to be submitted, including Qualifications and experience.
	Minimum of 2 CV's have been submitted, including Relevant Qualifications proving relevant experience in the website development	5	Minimum of 2 CV's to be submitted, including Qualifications and experience
	No Submission or Not within the basis of points allocation	0	No Submission or Not within the basis of points allocation

	Name and surname of the team member submitting the CV and relevant qualification
i)	
ii)	
iii)	

a2)

Technology	Basis of Points Allocation	Max Points	Verification Method
<p>The bidder must have personnel with extensive experience in the following technology as mentioned below:</p> <p>Mysql, PHP,Apache,HTML,Java Scripts, CMS-JOOMLA and Linux</p>	3 years or above of similar experience in this technology	20	<ul style="list-style-type: none"> The bidder must have 3 years or more experience (the relevant experience must be reflected on the CV) The bidder must submit a completed training certificate in PHP The bidder to submit a completed training certificate in CMS-JOOMLA
	2 years similar experience in this technology	10	The bidder must have 2 years experience (the relevant experience must be reflected on the CV)
	1 year or below similar experience in this technology	0	The bidder has 1 year or below experience (the relevant experience must be reflected on the CV)

B)

Key Aspect of Criterion	Basis of Points Allocation	Max Points	Verification Method
The bidder must have relevant proven experience (projects) in web design, hosting, support, maintenance and management of website content. The following table	5 or more relevant projects proven experience in web design, hosting, support, maintenance and management of website content	30	The bidder must relevant completion certificates/ testimonials, must be listed in table C below.

must be completed with relevant information reflecting experience over the years	2-4 years relevant proven experience in web design, hosting, support, maintenance and management of website content	15	2-4 years relevant experience proof must be listed in table C below.
	No Submission or Not within the basis of points allocation	0	Less than 2 years or No Submission or Not within the basis of points allocation

C) The customer information reflected must cover a period of 5 years.

	<i>Customer company Name</i>	<i>Project Description</i>	<i>Project Start Date</i>	<i>Project Completion Date</i>	<i>Customer Contact Details</i>
i)					
ii)					
iii)					
iv)					
v)					

7. Security

For security reasons, preference is given to PHP and MySQL on a Linux server with Apache as the web server. Furthermore, the hosting environment must be secured according to current accepted security standards for public production websites

System security is an absolute necessity for any content management system. The proposed solution will permit every authorized person to perform their required duties whether from desktop, laptop, the office, a remote location or over the web without compromising the integrity of the database, system or network. It is designed to deliver not only a flexible, high-performance system to manage the website in a way that will increase productivity by facilitating access to and management of all information, but also to ensure security and compliance with the requirements.

8. Hosting

The site must be hosted at a dedicated and secure data Centre. The Municipality will have to approve any Data Centre proposed by the bidder prior to signing of the agreement and issuing of a purchase order. NB: The service provider must quote the monthly hosting fee in the bid including all cost associated with site

maintenance. The hosting agreement must be discussed with the successful service provider and concluded in terms of Municipality requirements.

9. Training and skills transfer

The successful bidder is required to provide onsite training and skills transfer to both ICT technical staff and those to manage website content. The ICT staff must receive website support technical training and other users must be trained on CMS (Content Management Software).