

**RFQ 04-2022  
TERMS OF REFERENCE  
REQUEST FOR QUOTATION (RFQ)**

**WEBSITE TECHNICAL SUPPORT AND MAINTENANCE FOR WESGRO**

**Released:**  
Friday, 11 June 2021

**Submission close:**  
Monday, 28 June 2021

**Non-compulsory virtual briefing session:**

17 June 2021 from 10:00 on teams – Link:

[Click here to join the meeting](#)

Join with a video conferencing device

380791.vtgid@teams.ylyun.com

Video Conference ID: 128 869 306 6

Please inform Gysbert via e-mail ([gysbert@wesgro.co.za](mailto:gysbert@wesgro.co.za)) for the link if not active.

**Enquiries to:**

Shaheed Abrahams, IT Manager

Telephone: 021 487 8600

Email: [shaheed@wesgro.co.za](mailto:shaheed@wesgro.co.za)

Please CC in [jean@wesgro.co.za](mailto:jean@wesgro.co.za)

**Email submission address:**

Attention: Gysbert Verwey

E-mail: [gysbert@wesgro.co.za](mailto:gysbert@wesgro.co.za)

an inspiring place to do business



## 1. INTRODUCTION

Wesgro is the official tourism, trade and investment promotion agency for Cape Town and the Western Cape, established under provincial law and governed by a Board of Directors. We are the first point of contact for foreign importers, local exporters and investors wishing to take advantage of the unlimited opportunities of the growing Cape. Our role is to be the champion of economic opportunities in our city and province, and to facilitate conversion of these opportunities to help drive growth and create jobs.

### 1.1 PURPOSE OF THE CONTRACT

Information and Communication Technology (ICT) plays a vital role in supporting Wesgro's mission. The Corporate Services IT Unit is responsible for the maintenance, evolution and support of the Agency's ICT systems, whilst planning to meet the agency's increasing needs for high performing ICT services. ICT services and support need to meet the requirements of all business units within Wesgro while ensuring that necessary governance mechanisms are in place.

Wesgro holds a number of websites requiring support and maintenance to ensure that the websites remain technically updated, secure and updated from a user point of view for a period of 12 months.

The service provider will work directly with and report to Wesgro's IT manager.

## 2. DELIVERABLES OF THE SERVICE PROVIDER

The following deliverables have been identified for purposes of technical support and maintenance for a one-year duration from signing of the contract and a maximum of 10 hours per month. This would constitute 120 hours in total, and must include:

- 1) Provide **maintenance services** for Wesgro's websites:
  - a) Development required for necessary maintenance (mostly Wordpress and Craft CMS), for example:
    - i) Adding or removing buttons
    - ii) Changing or adding a tab to an existing page
  - b) Security maintenance
  - c) Technical maintenance including but not limited to:
    - i) CMS Core Updates
    - ii) CMS Plugin Updates
    - iii) CMS Theme Updates
    - iv) CMS Maintenance
    - v) SSL Certificate Maintenance (expire every 90 days)
    - vi) 24/7 Uptime Monitoring and crisis responsiveness
    - vii) Plugin Conflict Troubleshooting
  - d) Updating legal elements (disclaimers, cookies and such as supplied by Wesgro)
  - e) Certificate maintenance
- 2) **Support** required relates to the following:
  - a) Monthly engagements with the marketing and communications unit (MCU)
  - b) Monthly website reporting (with updated documentation) to the Wesgro IT manager utilising Wesgro's tools

The service provider must take note of the following for incorporation into the SLA and bidders are **not to include the below** in their quotation and costing:

- Wesgro does not require hosting – all websites are hosted in Wesgro's environment.
- The existing ecosystem must be utilised and all procurements will be made by Wesgro from third party service providers
- Wesgro will procure all website certificates and this is not a requirement – service provider must inform Wesgro timeously of expiration thereof.



### 3. SUBMISSION REQUIREMENTS

#### 3.1 CRITERIA

For this RFQ submissions will be evaluated according to the below table. It must be noted that submissions will be scored on points and will only be evaluated further if they score is above the threshold of 80 points. It stands the evaluation committee to lower the threshold if they deemed it necessary but will not increase above the 80b points threshold.

Criteria	Detail	Points
Experience	Experienced in years in this field of the company. Experience in years in this field of the each of the following: - Lead resource - Additional resource/s (if any)	20
	Experience working with WordPress and Craft CMS	15
	Experience with website security	15
	Experience working within a client-managed environment	5
	Project plan	Provide project plan that outlines the approach regarding the provision of the request services to Wesgro for the websites monthly including monitoring and support (exclude development 1a above)
<b>TOTAL</b>	<b>Threshold 80 out of</b>	<b>100</b>

Please note that this is an electronic submission and therefore your submission is to be mailed to the appropriate person. No hard copy submissions will be accepted.

#### 3.2 PROCESS AND DOCUMENTARY REQUIREMENTS

Wesgro may only pay service providers that are actively registered on the Central Supplier Database (CSD). Service providers should confirm with the CSD that their status is active and not suspended. The payments cannot be made to a service provider should their affairs not be in order in accordance with the compliance documents and/or the CSD report.

To ensure compliance the following must be submitted:

- A valid declaration of interest form (WCBD4);
- Bank detail form not older than three (3) months;
- Valid tax PIN;
- Valid BEE Certificate;
- Proof of registration on the Central Supplier Database (CSD); and
- Proof of registration on the Western Cape Supplier Evidence Bank (WCSEB) — not compulsory.

#### 3.3 COST BREAKDOWNS

The cost breakdown must be provided in the format provided in Annexure A. All prices in the quotation to include VAT.

Please be mindful that this is not a tender process because funds are limited and the services required does not require a tender process.

Please specify any optional costs for Wesgro's consideration separately in the proposal.

**END OF RFQ**



## Annexure A

Budget and cost breakdown

Name of Supplier: \_\_\_\_\_

Postal Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Official Website address: \_\_\_\_\_

Contact name of supplier representative: \_\_\_\_\_

Contact number (l) \_\_\_\_\_ (Mobile) \_\_\_\_\_

Please complete the below table as part of the RFQ

<b>Requirements</b>	<b>Breakdown</b>	<b>Amount</b>
1. Rate per hour per month	Rate for project manager Rate for others, list Other possible expenses required (Please list) Total amount for 10 hours of work	R R R
2. Total amount per 12-month Contract	Projected cost per month (if different from no 1). Projected cost per 12-month contract (duration of the contract)	R R

Please ensure that you PDF the document before submitting the annexure as part of your submission to this RFQ.