



**INKOMATI-USUTHU CATCHMENT MANAGEMENT AGENCY
REQUEST FOR QUOTATION (RFQ)**

**HOSTING AND MANAGEMENT OF IUCMA COMMUNICATION SYSTEMS
(WEBSITE AND CENTRALISED EMAIL SYSTEM (CESMS) AND LIVECHAT)**

RFQ REFERENCE	RFQ/013/WEBSITEHOSTING/2022
RFQ DESCRIPTION	HOSTING AND MANAGEMENT OF IUCMA COMMUNICATION SYSTEMS (WEBSITE AND CENTRALISED EMAIL SYSTEM (CESMS) AND LIVECHAT)
RFQ ISSUE DATE	20 OCTOBER 2022
CLOSING DATE & TIME	28 OCTOBER 2022 AT 16:00
LOCATION OF SUBMISSIONS	BID BOX SITUATED AT IUCMA OFFICES, SUITE 801, THE MAXSA BUILDING, 13 STREAK STREET, MBOMBELA, 1200

Please furnish us with all information as requested and return your quotation on the date and time stipulated above. **Late and incomplete submissions will invalidate the quote submitted.**

QUOTATION SUBMITTED by:

Supplier's Name: _____

Registered Name: _____

CSD Number: MAAA _____

Physical Address: _____

Postal Address: _____

Telephone No. _____

Email. _____

1. CHECKLIST

The Checklist below is attached hereto to assist bidders with the completion of the bid document. Please ensure that the following forms have been completed and signed and that all documents, as requested, are attached to the tender document. Bidders are required to **TICK** the relevant boxes for verification purposes.

No	Description	Bidder to Tick (√)	For Official Use Only	
1.	SBD 1 - Invitation to Bid Is the form duly completed and signed?		D	
2.	Has the CSD Supplier Number been submitted with the bid document?			
3.	Is the full CSD report not more than 10 days before the bid closing date attached?			
4.	Declaration of POPI Act Is the form duly completed and signed?		D	
5.	Has the bid document been completed in a non-erasable Black Ink Pen and all corrections counter-signed? - No retype and correction fluid/tape used - Bid document completed and returned without missing page/s - No unauthorised alteration in the bid document		D	
6.	Has the compulsory "Tender Briefing Session" been attended?	N/A	N/A	N/A
7.	Pricing Schedule Is the pricing schedule fully completed?			
8.	SBD 4 - Bidder's Disclosure Is the form duly completed and signed?		D	
9.	SBD 6.1 - Preference Points Claim Form Is the form duly completed in its entirety and signed?			
10.	Is a valid B-BBEE certificate (accredited by SANAS) or a sworn affidavit attached?			
11.	SBD 7.2 Contract Form for Rendering of Services Is the form duly completed and signed?			

***** D: Failure to comply with these sections will result in the disqualification of the RFQ.**

Name of Bidder: _____

Signature: _____

Date: _____

2. REQUEST FOR QUOTATION INVITATION

RFQ/013/WEBSITEHOSTING/2022

CLOSING DATE: 28 OCTOBER 2022

Inkomati-Usuthu Catchment Management Agency (IUCMA) requests your quotation for the below services:

HOSTING AND MANAGEMENT OF IUCMA COMMUNICATION SYSTEMS WEBSITE AND CENTRALISED EMAIL SYSTEM (CESMS) AND LIVECHAT)

Quotations will be adjudicated in terms of the Preferential Procurement Regulations as amended, pertaining to the Preferential Procurement Policy Framework Act, 5/2000 and other applicable legislation and will be based on 80/20 points system. Preference points will be awarded to service providers using their B-BBEE status level of contribution. BIDS shall remain valid for the period of days as indicated in the bid document from the date of closing. The IUCMA reserves the right to accept all, part, or none of the bids submitted, either wholly or in part and it is not obliged to accept the lowest bid.

Quotations submitted on the official bid document are to be submitted in a sealed envelope clearly marked **“HOSTING AND MANAGEMENT OF IUCMA COMMUNICATION SYSTEMS WEBSITE AND CENTRALISED EMAIL SYSTEM (CESMS) AND LIVECHAT)”** must be deposited in the official bid box provided at the IUCMA Offices, Suite 801, The Maxsa Building, 13 Streak Street, Mbombela before 16:00 on the closing date. Late quotations or tenders received by way of facsimile or e-mail will under no circumstances be considered.

For technical enquiries, contact Ms S Machimana at 078 451 0164 or sylviam@iucma.co.za and for SCM enquiries, contact Mr N Hlatshwayo at 013 753 9039/066 549 8618 or hlatshway@iucma.co.za.

Only prospective suppliers who are registered on the National Treasury Supplier database are legible to bid. To register on the CSD log onto www.csd.gov.za

**Mr LC Mohalaba
Chief Executive Officer**

PART A

INVITATION TO BID

SBD 1

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE IUCMA					
BID NUMBER:	RFQ/013/WEBSITEHOSTING/2022	CLOSING DATE:	28 October 2022	CLOSING TIME:	16:00
DESCRIPTION	HOSTING AND MANAGEMENT OF IUCMA COMMUNICATION SYSTEMS (WEBSITE AND CENTRALISED EMAIL SYSTEM (CESMS) AND LIVECHAT)				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT					
IUCMA, SUITE 801, THE MAXSA BUILDING, 13 STREAK STREET, MBOMBELA, 1200 (DURING OFFICE HOURS BETWEEN 07H30 TO 16H00)					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Ms S Machimana		CONTACT PERSON	Mr N Hlatshwayo	
TELEPHONE NUMBER	0784510164		TELEPHONE NUMBER	013 753 9039	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	sylviam@iucma.co.za		E-MAIL ADDRESS	hlatshwayon@iucma.co.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		O R	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN-BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS (Not applicable to South African suppliers)					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B

SBD1

TERMS AND CONDITIONS FOR BIDDING

3. BID SUBMISSION:	
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED – (NOT TO BE RE-TYPED) OR ONLINE.
1.3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS AS AMENDED, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4.	THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
1.5.	THE BOX IS GENERALLY OPEN DURING OFFICE HOURS: 07:30 – 16:00 MONDAYS TO FRIDAYS.
4. TAX COMPLIANCE REQUIREMENTS	
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER’S PROFILE AND TAX STATUS.
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6	WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7	NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE.”

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g., company resolution)

DATE:

3. DECLARATION OF POPI ACT

THE BIDDER WILL BE DISQUALIFIED IF THE FORM IS NOT FULLY COMPLETED AND SIGNED

PERMISSION BY BIDDER:

On behalf of Company/Close Corporation/Trust/Joint Venture/Consortium/Juristic Person/Partnership

_____ (Name of bidder)

I, Mr/Ms _____ (duly authorised), hereby grant permission, in terms of the Protection of Personal Information Act, 2013 (Act 4 of 2013), POPI Act, to the Inkomati-Usuthu Catchment Management Agency, to utilise all information contained in the tender documents submitted to the Inkomati-Usuthu Catchment Management Agency, for purposes of procurement.

Capacity: _____

Signed: _____

Date: _____

4. CONDITIONS TO BE OBSERVED WHEN BIDDING

1. QUOTATION CONDITIONS

NOTE: Quotations for the supply of goods or services described in this document are invited in accordance with the provision of Government Procurement: General Conditions of Contract available for download from <http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/>

- a. IUCMA does not bind itself to accept the lowest or any RFQ, nor shall it be responsible for or pay any expenses or losses which may be incurred by the bidder in the preparation and delivery of the RFQ.
- b. No RFQ shall be deemed to have been accepted unless and until a purchase order/letter of appointment is prepared and executed.
- c. Quotation shall remain open for acceptance by IUCMA for a period of **90 days** from the closing date of the RFQ enquiry.

1.1. IUCMA reserves the right to:

- a. Not evaluate and award RFQ that do not comply strictly with the requirements of this RFQ.
- b. Make a selection solely on the information received in the RFQs and enter into negotiations with any one or more of the preferred bidder(s) based on the criteria specified in the evaluation of this RFQ.
- c. Contact any bidder during the evaluation process to clarify any information without informing any other bidders and no change in the content of the RFQ shall be sought, offered or permitted.
- d. Award a contract to one or more bidder(s).
- e. Withdraw the RFQ at any stage.
- f. Accept a separate RFQ or any RFQ in part or whole at its discretion.
- g. Cancel this RFQ or any part thereof at any stage as prescribed in the PPPFA regulation.
- h. Should bidder(s) be selected for further negotiations, they will be chosen based on cost-effectiveness and the principle of value for money not necessarily based on the lowest costs. The IUCMA, therefore, reserves the right not to appoint the lowest bidder.

2. COST OF BIDDING

The bidder shall bear all costs and expenses associated with the preparation and submission of its RFQ, and the IUCMA shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection processes.

3. COMPLETION OF QUOTATION DOCUMENTS

- 3.1. The original quotation document without missing pages must be completed entirely in handwriting and in a non-erasable **black ink pen**. Quotation documents may not be retyped.
- 3.2. Paragraph 2.1.1, 2.2.1, 2.3.1 of the SBD 4 and SBD 6.1 paragraph 7.1.1 is excluded from the condition of 7.1 if the chosen answer is no.
- 3.3. The use of correction fluid/tape on the quotation documents including returnable documents is not allowed. If there is an error, draw a line through it, initial next to it and make the correction directly above/below/next to it.

Failure to comply with the completion of documents will result in disqualification.

5. TERMS OF REFERENCE

HOSTING AND MANAGEMENT OF IUCMA COMMUNICATION SYSTEMS (WEBSITE AND CENTRALISED EMAIL SYSTEM (CESMS) AND LIVECHAT)

1. Introduction and Background

The Inkomati-Usuthu Catchment Management Agency (IUCMA) is a water resources management institution established by the National Water Act 36 of 1998. The IUCMA, to adequately execute its constitutional mandate, owns both moveable and immovable assets that are in the custody of staff members.

Communication is an essential part of the IUCMA to ensure that both internal and external stakeholders are kept up to date regarding what's happening within the organisation. Internal and external stakeholders engage with the IUCMA through various communication channels, including WhatsApp groups, mobile application, website, email marketing platform, and live chat system. The use of multiple communication channels ensures that stakeholders of different backgrounds and those who do not have full access to technology and the internet are still able to interact with the IUCMA.

The communication may include notifying members about the new event, tender and job adverts, dam levels, latest reports from the IUCMA, water account queries, information about IUCMA projects, and complaints. Over the years, IUCMA has developed systems to enable transparency and open communication with stakeholders. These systems are essential to the functioning of the CMA and must always be kept up to date and available. The successful service provider will ensure that the communication systems are always reliable and available while providing recommendations to improve the current systems.

The communication and marketing field is also transforming digitally, which has seen most organisations changing their communication strategies to be more digital. The service provider will work with the IUCMA team to develop and enhance the existing marketing and communication strategy to incorporate the latest digital trends. A review or assessment of the existing systems will also be done to ensure that there is full integration between various communication systems within the IUCMA. This will avoid having multiple standalone systems leading to fewer maintenance costs and standardisation.

2. Scope of work

The Inkomati-Usuthu Catchment Management Agency (IUCMA) requires the services of a suitably qualified service provider to submit proposals to assist the Agency in advancing and maintaining the existing marketing and communication systems and developing new systems as part of transforming the department digitally.

The service provider will work mainly with the communications department, but there will be instances where they need to integrate or collaborate with the IT department and other Departments within the IUCMA, such as Finance, SCM, and others. The following systems and solutions will form part of this project for a period of 24 months:

2.1 Website hosting and support

The IUCMA has a website with the following details:

Item	Value
Domain	www.iucma.co.za www.inkomaticma.co.za
Subdomains	billing.iucma.co.za riverops.inkomaticma.co.za
Disk space	Minimum 10GB for each domain
Email service	Not required (hosted separately)
Technology	WordPress CMS for www.iucma.co.za (the inkomaticma.co.za domain points to this main domain) The two subdomains are managed internally, and the successful service provider will only host these subdomains under inkomaticma.co.za but not maintain the content or design.
Third-party systems integration	Live Chat and Messaging System River Operations Systems DWS Billing/Customer Portal
Availability	99.9% uptime
Traffic	Unlimited
Hosting support times	24/7
Storage type	SSD
SSL Encryption	Standard for all domains

Service Providers are encouraged to visit the IUCMA website from the links provided above to review and understand the website's functionality before developing the project approach/methodology and pricing. The successful service provider will be expected to perform the following functions:

- Host the website in a secure environment
- Update the dam levels every week
- Upload documents (tenders, vacancies, and reports) as when required
- Add news articles to the Latest News section of the website
- Backup website content and update plugins
- Implement website modifications and add new pages as and when required
- Ensure that the website is safe and secure from possible hacking activities
- Respond and attend to any other website-related queries
- Ensure compliance with the POPI Act
- Provide training as and when required
- Maximum support and maintenance hours estimated at 10 per month
- Collaborate with other service providers and stakeholders within the Communications and IGR department (IT Department, Revenue Management Department, Mobile App, and Live Chat service providers)

2.2 Automated email signature system

The IUCMA has an automated email signature management and branding system. The IUCMA implemented this system to ensure consistency in all email signatures within the organization to ensure brand consistency. The system is also used to communicate important information with stakeholders through automated banners with each outgoing email. The system integrates directly with the existing Microsoft Office 365 system to pull user details and automatically apply them to the email signature for all users within the IUCMA. The successful service provider will be expected to provide the following services:

- Host the automated email signature system
- Ensure that the system is safe and secure
- Ensure compliance with the POPI Act
- Add users to the signature groups as and when required
- Upload banners to the email signature platform as and when required
- Maintain the platform and respond to any queries relating to the system
- Update the HTML-based email signature design as and when required
- Provide training as and when required
- The offered price must include full support as no additional payments will be made except for ad-hoc training as and when required

An example of the current IUCMA signature design is shown below:

Junior Dlamini

Intern : Communication and Intergovernmental Relations



2.3 Email marketing platform

The successful service provider will be required to provide a service-based software or platform for email marketing and communications. The platform will be used as a communication channel and a form of direct marketing and digital marketing using emails. The purpose of the system is to improve brand awareness, help in communicating water-saving strategies, share the latest information in a designed and branded email, maintain relationships and keep the stakeholders engaged.

IUCMA expects to reach over 2000 stakeholders through this platform every month. The service provider must provide details about the systems they will be offering as part of the project approach document. The successful service provider will only be expected to deliver licensing to the system and training to the

IUCMA staff to manage and maintain the subscription. The IUCMA currently utilizes Zoho Campaigns for this purpose, but service providers are not restricted to this product. The service provider will be required to host and provide the service only, but the IUCMA will manage and support the application internally.

2.4 Live chat and chatbot system

The IUCMA has recently acquired a Live Chat and Chatbot system which is based on the Zoho Sales Platform. The system is intended to improve communication between the IUCMA and external stakeholders through an interactive chat system. The Live Chat and Messaging system allows external stakeholders to chat with officials within the IUCMA during office hours or via an automated chatbot when the chat is initiated outside regular working hours.

This system is integrated or interfaced with the IUCMA website, meaning that users can access the chat system by visiting the IUCMA website. Interested service providers are encouraged to visit the IUCMA website at www.iucma.co.za to review the functionality of the system. The service provider will not be required to design the system but may be required to update the current Chatbot flow as and when required by the IUCMA.

Since the system is already in place, the successful service provider will only be required to provide the following services:

- Provide month-to-month support and hosting to ensure 99.99% availability
- Collaborate with the website support service provider to ensure that the chat system is available from the IUCMA website
- Provide training to IUCMA Revenue Management and others as and when required
- Collaborate with the Mobile Applications support service provider to make the chat system available on both Android and iOS mobile applications

The existing system has the following high-level specifications:

- The application allows for logging of the ticket to an agent via web-accessible through the IUCMA website.
- The application can route the conversation to the right department or agent based on the customer's selection.
- The application has a live dashboard in which the team members can view each other performance and management can also view the statistics and performance remotely.
- The application can provide support to simple and repetitive requests using chatbots so that the agents can spend more time addressing complex requests.
- The application allows for one customer service agent to assist multiple customers concurrently or even transfer the chat to another agent or division within the IUCMA.
- The application can remember returning customers and in terms of the automated system (Chatbot) it must be able to direct complex messages to the agent for live chat or alert the user to send an email if it's outside the operating hours.
- The applications allow users to add files to the chat such as statements or meter pictures up to 50MB.

3. Project period

The project will be executed over 24 months, effective from the contract’s signing date.

4. Evaluation Criteria

The quotation will be evaluated and adjudicated in phases as follows:

- Phase 1 – Compliance/Mandatory requirements
- Phase 2 – Functional requirements
- Phase 3 – Price and B-BBEE evaluation

Phase 1: Compliance/ Mandatory Requirements

Without limiting the generality of the IUCMA’s other critical requirements for this bid, the bidder(s) must submit the documents listed in the table below. All documents must be completed and signed by the duly authorized representative of the prospective bidder(s). During this phase Bidders’ responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidder(s) proposal will be disqualified for non-submission of any of the documents.

Documents that must be submitted for Compliance/ Mandatory Requirements

A document that must be submitted	Yes/No	Non-submission will result in disqualification?
Permission in terms of POPI Act to utilize the information contained in documents for procurement purposes	Yes	Complete and sign the supplied pro forma document.
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document.
Bidder’s Disclosure – SBD 4	Yes	Complete and sign the supplied pro forma document.
Preference Point Claim Form – SBD 6.1	No	Complete and sign the supplied pro forma document. Incomplete form will lead to a zero (0) score on BBEE
Valid BBEE certificate (accredited by SANAS) or Sworn affidavit (DTI or CIPC Template).	No	Non-submission will lead to a zero (0) score on BBEE
Registration on Central Supplier Database (CSD).	Yes No	The bidder must be registered as a service provider on the CSD. Submit CSD full registration report (CSD full registration report must NOT be older than 10 days from the closing date and a summary report will NOT be considered)

NB: No Bid will be awarded to any person whose tax matters have not been declared in order by South African Revenue Service.

NB: No award will be made to an entity which is not registered on the CSD (Central Supplier Database) with National Treasury.

Phase 2: Functionality Requirements

The evaluation of bidders of functionality will be done in terms of the evaluation criteria as indicated in Table 1 below. Only bids that meet the minimum threshold of **80 out of 100 points** for functionality will proceed to the next stage. The evaluation of functionality will be evaluated in accordance with the functionality criteria below and applicable values.

Table 1: Functionality Evaluation Criteria

Qualification Criteria	Sub-criteria	Points
1. Company experience		55
1.1 Automated email signature and branding	<p>Provision of automated email signature and branding design and support</p> <ul style="list-style-type: none"> - The bidder provided 5 or more reference letters – 15 points - The bidder provided 4 reference letters – 12 points - The bidder provided 3 reference letters – 9 points - The bidder provided 2 reference letters – 6 points - The bidder provided 1 reference letter – 3 points - The bidder did not provide any reference letter – no points <p>Proof: Provide contactable reference letters on a company (client) letterhead</p>	15
1.2 Design, maintenance, and support of WordPress-based website	<p>Support and maintenance of WordPress site or similar Content Management Systems</p> <ul style="list-style-type: none"> - The bidder provided 5 or more reference letters – 20 points - The bidder provided 4 reference letters – 16 points - The bidder provided 3 reference letters – 12 points - The bidder provided 2 reference letters – 8 points - The bidder provided 1 reference letter – 4 points - The bidder did not provide any reference letter – no points <p>Proof: Provide contactable reference letters on company (client) letterhead</p>	20
1.3 Live chat system (Chatbot)	<p>Support and maintenance of Livechat and chatbot systems.</p> <ul style="list-style-type: none"> - The bidder provided 5 or more reference letters for live chat implementation and support services – 20 points - The bidder provided 4 reference letters for live chat implementation and support services – 16 points - The bidder provided 3 reference letters for live chat implementation and support services – 12 points - The bidder provided 2 reference letters for live chat implementation and support services – 8 points - The bidder provided 1 reference letter for live chat implementation and support services – 4 points - The bidder did not provide any reference letter, or the reference letter is not relevant – no points <p>Proof: Provide contactable reference letters on company (client) letterhead</p>	20
2. Key project personnel		45
2.1 Support Technician	<p>The Support Technician should have a minimum of three years of experience and qualification in IT or Computer Sciences/ Systems.</p>	15

Qualification Criteria	Sub-criteria	Points
	<ul style="list-style-type: none"> - The Support Technician has a Degree in IT or Computer Sciences/ System – 15 points - The Support Technician has a National Diploma in IT or Computer Sciences/ System – 10 points - The Support Technician has a Certificate in IT or Computer Sciences/ System – 5 points - No qualification – no points <p>Proof: Provide a CV indicating relevant years of experience and contactable references together with certified copies of qualifications</p>	
2.2 Software Developer	<p>The Software Developer should have a minimum of five years of experience and qualification in IT or Computer Sciences/ Systems, or Multimedia</p> <ul style="list-style-type: none"> - The Software Developer has a Degree in IT or Computer Sciences/ System/ Multimedia – 30 points - The Software Developer has a National Diploma in IT or Computer Sciences/ System/Multimedia – 20 points - The Software Developer has a Certificate in IT or Computer Sciences/ System/ Multimedia - 10 points - No qualification – no points <p>Proof: Provide a CV indicating relevant years of experience and contactable references together with certified copies of qualifications</p>	30
Minimum required score		80
Total		100

Phase 3: Price and BBEE Evaluation in terms of 80/20 Preference Points System

Evaluation in terms of 80/20 Preference Points System. Only bids that achieve the minimum qualification score for functionality will be evaluated further in accordance with the 80/20 preference points system.

B-BBEE Status level of Contributor	Number of Points (80/20) System
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non – compliant contributor	0

5. PRICING SCHEDULE / BILL OF QUANTITIES

No.	Description	Rate	Quantity	Unit Price	Total
1	Web hosting (2 domains)	Monthly	24	R	R
2	Domain renewal (2 domains)	Annual	4	R	R
3	Website support and maintenance	Monthly	24	R	R
4	Website relocation or migration	Once-off	1	R	R
5	Automated Email Signature Management (AESM) system hosting for 150 users	Monthly	24	R	R
6	AESM system support and maintenance	Monthly	24	R	R
7	AESM system migration and signature design	Once-off	1	R	R
8	Email marketing platform hosting or service provision	Monthly	24	R	R
9	Website template revamp (on year 2)	Once-off	1	R	R
10	Livechat system hosting and support	Monthly	24	R	R
11	Chatbot system hosting and support	Monthly	24	R	R
12	Providing support to the mobile app service provider when adding the Livechat/Chatbot to Android and iOS mobile applications	Once-off	1	R	R
13	Support Technician (As-and-when required)	Hourly	1	R	R
14	Training Rate (As-and-when required)	Hourly	1	R	R
15	Software Developer (As-and-when required)	Hourly	1	R	R
Total (excl. VAT)					R
VAT					R
Total (incl. VAT)					R

6. SERVICE LEVEL AGREEMENT

The acceptance of any proposal is only valid upon the conclusion of a written SLA between the IUCMA and the successful Service Provider, in terms of which the rights and duties of the parties are recorded, and which agreement shall regulate the relationship between the IUCMA and the successful Service provider.

Until such time that an appropriate SLA has been concluded between the IUCMA and the successful Service Provider, no rights shall be conferred, nor shall any legitimate expectations be conferred to the successful service provider to carry out the works or services provided for in this document.

This document is not to be edited or altered as it forms part of the contract. Any contract amendments are to be raised with the IUCMA for legal consideration.

7. CONTACT PERSONS

Technical Enquiries	SCM Enquiries
Communications and Intergovernmental Relations Ms S Machimana Tel: 078 451 0164 E-mail: sylviam@iucma.co.za	Supply Chain Management Mr N Hlatshwayo Tel: 013 753 9000 E-mail: hlatshwayon@iucma.co.za

6. SBD 4: BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. BIDDER'S DECLARATION

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

1 the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

7. SBD 6.1: PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS AS AMENDED.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2

- a) The value of this bid is estimated not to exceed R50 000 000 (all applicable taxes included) and therefore the **80/20** preference point system shall be applicable; or
- b) Either the 80/20 preference point system will be applicable to this tender.

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
 - 1) B-BBEE Status level certificate issued by an authorized body or person;
 - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
 - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 or 90/10

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

P_{\min} = Price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

5. BID DECLARATION

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

6.1 B-BBEE Status Level of Contributor: . =(maximum of 10 or 20 points)
 (Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7. SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations as amended:

Designated Group: An EME or QSE which is at last 51% owned by:	EME √	QSE √
--	----------	----------

Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name of company/firm:.....

8.2 VAT registration number:.....

8.3 Company registration number:.....

8.4 TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

8.6 COMPANY CLASSIFICATION

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4

and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;

iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

- (a) disqualify the person from the bidding process;
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution.

WITNESSES

- 1.
- 2.

.....
SIGNATURE(S) OF BIDDERS(S)

DATE:

ADDRESS

8. SBD 7.2 CONTRACT FORM - RENDERING OF SERVICES

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to **INKOMATI-USUTHU CATCHMENT MANAGEMENT AGENCY** in accordance with the requirements and task directives/proposals specifications stipulated in **RFQ/013/WEBSITEHOSTING/2022** at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid;
 - Tax clearance certificate;
 - Pricing schedule(s);
 - Filled in task directive/proposal;
 - Preference claims for Broad-Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations as amended;
 - Bidder`s Disclosure;
 - Special Conditions of Contract;
 - (ii) General Conditions of Contract; and
 - (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfilment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.

6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES	
1
2
DATE:

**CONTRACT FORM - RENDERING OF SERVICES
PART 2 (TO BE FILLED IN BY THE PURCHASER)**

1. I in my capacity as Chief Executive Officer accept your bid under reference number **RFQ/013/WEBSITEHOSTING/2022** dated for the rendering of services indicated hereunder and/or further specified in the annexure(s).
2. An official order indicating service delivery instructions is forthcoming.
3. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	NAME OF THE COMPANY	PRICE (ALL APPLICABLE TAXES INCLUDED)	CONTRACT DURATION	B-BBEE STATUS LEVEL OF CONTRIBUTION

I confirm that I am duly authorised to sign this contract.

SIGNED AT... **MBOMBELA**.....ON.....

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

WITNESSES

1

2

DATE: