

1. PURPOSE

Maluti TVET College hereby invites suitably qualified and experienced bidders to submit proposals for website development, hosting and support for the period of three (3) years, to ensure accessibility of the college to stakeholders whenever they visit the college's website.

The Website to be informative, interactive, user-friendly, and eye-catching, as well as attractive and professional, and must clearly communicate the objectives of the college as well as highlighting projects, events, quarterly newsletters, subscribe to newsletter, distribute newsletter via a database linked to the website, and resources.

2. PROFILE OF MALUTI TVET COLLEGE

Maluti TVET College, established on 1 September 2002, is a public Technical and Vocational Education and Training (TVET) institution situated in the Thabo Mofutsanyana District Municipality in the Eastern Free State province of South Africa. The vision of the college is to provide excellence, innovation and success that inspires entrepreneurship and employability to transform lives.

The College is a multi-site Technical Vocational Education and Training (TVET) provider where seven of the eight campuses are situated in rural areas. The College offers various programmes, including NATED (National Accredited Technical Education Diploma), NCV (National Certificate Vocational), Skills and Occupational Programmes.

Maluti TVET College has eleven (11) sites that comprise of Corporate Office and Central Office, eight (8) college campuses (Bethlehem, Bonamelo, Harrismith, Itemoheleng, Kwetlisong, Lere-La-Tshepe, Main and Sefikeng) and also Centre for Entrepreneurship and Rapid Incubation (CFERI) centre. Five of the campuses including CFERI centre and Central Office are located in Qwaqwa. The other two campuses (Harrismith) are located in Harrismith and Sefikeng (Farm Campus) is located at Mampoi Road from Harrismith to Qwaqwa. The last two sites (Corporate Office and Bethlehem campus) are situated at Bethlehem.

3. CURRENT IT ENVIRONMENT AT MALUTI TVET COLLEGE

Maluti TVET College is currently having a website that is not responsive and attractive to external stakeholders. The website is currently hosted by our current service provider on a month-to-month basis.

4. CONTRACT PERIOD

The contract period shall be from the date of award and is envisaged for the period of three (3) years.

5. SCOPE OF WORK

The bidders will need to provide and manage the end-to-end development, hosting and maintenance of the mobile responsive website, including (but not limited to) the following items:

Functionality Requirements of the Re-Design.

- ✓ Upgrade and re-design the website in consultation with the college.
- ✓ Hosting and support of website.
- ✓ The upgraded website must have a back end with an administrator login panel for the college personnel to access and effect changes before publishing to a live environment.
- ✓ Upgraded website back-end must have a preview option, which will enable viewing of material prior to final uploading material on the website.
- ✓ Upgraded website must have user roles and capabilities (super-user and standard user), which will be used by college officials.
- ✓ The upgraded website must allow all user accounts to be password protected, must have the ability to track all changes.
- ✓ The content management system must provide a secure layer in the upgraded website as well as the server upon which it is stored and provide protection against all known attacks and penetration vulnerabilities.
- ✓ The upgraded website must be compatible with various devices including but not limited to notebooks, personal computers, tablets, iPads, smart phones including android and iOS operating systems.
- ✓ The upgraded website must be a responsive and adaptive website that can be accessed by the aforementioned devices, irrespective of screen size or resolution.
- ✓ The upgraded website must be responsive, adaptive and dynamic, and able to operate in the following internet web browsers but not limited to Edge, Firefox, Google Chrome, Opera, Safari.
- ✓ The upgraded website must be search engine optimization (SEO) compliant and have Google analytics.
- ✓ Provision of Secure Socket Layer Certificate (SSL) for the website upon deployment until the end of the bid.
- ✓ Service provider must have multiple layers of security for 24 hours, 7 days and 365 days a year (information must be encrypted).
- ✓ Limit login attempts to avoid brute force attacks.
- ✓ The information in the database must be accessible in web view and able to be exported to excel, PDF, and Word.
- ✓ The upgraded website must have links to other site of the college including the department (DHET)
- ✓ The upgraded website must have social media compatibility to display latest posts.
- ✓ The information in the database must be uploaded online in following formats, Excel, Word, PDF, JPEG, GIF, PNG (Picture format), MP4 and other video formats.
- ✓ Development of the mobile responsive website based on Maluti TVET College's requirements.
- ✓ Incorporate Maluti TVET College portal links on the website.

- ✓ Improved user experience (UX)

Functionality of the Development of Intranet.

- ✓ Development of intranet in consultation with the college.
- ✓ Support of intranet when requested.
- ✓ The Intranet website must be available only to college's registered employees and login with password protected user account.
- ✓ The newly developed Intranet must provide a preview function prior to uploading material on the Intranet.
- ✓ The newly develop Intranet must provide an Intranet web environment with administrator login panel for college personnel to access and effect changes before publishing to a live environment.
- ✓ The newly develop Intranet must have user roles and capabilities (super-user and standard user).
- ✓ The newly develop intranet website must allow all user accounts to have their own password protected profile, which includes the ability to track all changes.
- ✓ The content management system must provide a secure layer in the Intranet.
- ✓ The newly develop intranet website must be compatible with various devices including but not limited to notebooks, personal computers, tablets, iPads, smart phones including android and iOS operating systems.
- ✓ The newly develop intranet website must be a responsive and adaptive website that can be accessed by the aforementioned devices, irrespective of screen size or resolution.
- ✓ The upgraded website must be responsive, adaptive and dynamic, and able to operate in the following internet web browsers but not limited to Edge, Firefox, Google Chrome, Opera, Safari.
- ✓ Provision of Secure Socket Layer Certificate (SSL) in the Intranet.
- ✓ Limit login attempts to avoid brute force attacks.
- ✓ The information in the database must be accessible in web view and able to be exported to excel, PDF, and Word.
- ✓ The information in the database must be uploaded online in following formats, Excel, Word, PDF, JPEG, GIF, PNG (Picture format), MP4 and other video formats.
- ✓ Analytics
- ✓ Adherence to web content accessibility guidelines 2.0 & 2.1 to increase accessibility to wider groups including people with disabilities, e.g, visually impaired
- ✓ Calendar and meeting management solution – the solution should allow for the following features:

Master Calendar and Sub-calendars

Individual Community Events and Meetings are displayed on a master calendar as well as sub-calendars for each department, board, committee, or commission.

Meeting Archives

All meetings automatically get added to a meeting archive that is filterable by Business units of the college.

➤ **Upcoming Events/Meetings**

Upcoming events and meetings for each business unit should be able to be and have a master list of upcoming events be displayed on the home page.

➤ **Be able to easily create calendar events**

Each calendar event should be its own web page and should have be able to including file attachments, text, photos, and links.

➤ **Email Notifications**

When integrated with the college's email subscription feature, calendar event 'reminder' email notifications should be sent to subscribers based on category.

- ✓ Automatic Expirations – it should have the ability to provide publish-on and publish-off dates for any web pages and associated files/images should the college wish to have them auto removed from public visibility.
- ✓ Approval Rights – the solution should be configured with granular role-based permissions where each user is required to login with a unique userID and password. It should have a two-factor authentication option using Microsoft Authenticator.
- ✓ Alerts & Emergency Notification – the website must have a notifications and alerts feature as well as an email subscription/notification feature. It should be able to allow web page postings to social media such as Facebook and Twitter. Etc. (Social Media Integration).
- ✓ Content Scheduling / Publish/Unpublish / Delete – should have the ability to provide publish-on and publish-off dates for web pages and associated files/images should the college wish to have them auto removed from public visibility.
- ✓ Frequently Asked Questions (FAQ) – should have Frequently Asked Questions (FAQs) solutions.
- ✓ Integration to existing systems and databases – should be able to allow for connecting with external systems via direct links, embed codes, or iframes.
- ✓ Intranet/Extranet (Private Pages) – should have the ability to have private pages right on public-facing website that are restricted to logged in staff members. Also offer the option to add a separate/stand-alone intranet/extranet with LDAP.
- ✓ Mobile-Friendly - solution is designed with tablets, smartphones, laptops, and desktops in mind. The websites should adjust to the screen size used to view it. Ensure that the website will work on any browser version that represents 0.5% or more usage per the latest W3C browser stats.
- ✓ Online Forms - Provide a tool to create unlimited online-fillable web forms. Be able to:
 - create forms, permits, applications, and surveys that site visitors can submit online.
 - send email notifications to the person submitting the form as well as the form owner immediately upon form submission.

- IP address of person submitting the form is automatically captured
- ability to create form 'templates' with common fields
- form results stored in the database.
- export form results to spreadsheet or CSV and then use for mail merge, further analysis, etc.
- create custom forms with acknowledgement fields, terms of service, and electronic signature.
- ✓ Creation, testing and deployment of the automated migration of relevant content.
- ✓ Online Vacancy Postings and Application – have the ability to post vacancies through the online webform building tool.
- ✓ RFP/RFQ/Bid Posting – should have bid/RFP posting feature included as a standard package.
- ✓ Security - the solution should be secured. The website should be secured from multiple perspectives such as:
 - Data Centre should have a high availability network architecture. Website is maintained using firewalls, load balancers, multiple web application servers, and a database server. We apply security updates to the entire web server stack on a regular basis.
 - Data transmission - Guarantee up to 1 Terabyte of data transfer per month.
 - Redundant high-availability failover
 - Web CMS software
 - Web transmission security –
 - User authentication security
 - Data Backup
 - Guaranteed Uptime of 99.95
- ✓ Video centre – should be capable of integrating audio and video into the website.
- ✓ Testing and deployment of the website
- ✓ External secure hosting (99.999% uptime)
- ✓ Configuration and hosting setup
- ✓ Ongoing hosting, monitoring and fine-tuning
- ✓ Annual penetration test conducted
- ✓ Issue (Secured Socket Layer) SSL certificate
- ✓ Cookies
- ✓ Training for both basic user training and advanced user training as well as a training session on content strategy and authoring best practices.

6. REPORTING.

- ✓ The supplier must provide monthly service performance reports (against contracted performance metrics and link utilisation) within five (5) days after the end of the month under review.
- ✓ These reports must be formally presented at each Service Review Meeting that is to be held monthly no later than fourteen (14) days after end of the month under review.

7. SPECIFICATION.

The purpose of these specifications is to require the furnishing of the highest quality equipment, supplies, material and/or service in accordance with the specifications

CONTROL PANEL FUNCTIONS OF WEBSITE AND INTRANET

- ✓ Must have the ability to include social media videos and posts, photo gallery, video gallery.
- ✓ Page builder with side menu options if required in cases where there is more than one page in a menu item, applicable to both website and Intranet.
- ✓ Photo galleries must have facility for enlarged viewing.
- ✓ Must have facility to create links attached to a document, and the user must be able to download.
- ✓ Tenders page plus ability to upload up to 10 documents per tender.
- ✓ Tenders page plus ability to download bid documents, only on website.
- ✓ Post vacant position, applicable to both Website and Intranet.
- ✓ Contact Us Page with own online form linked to an email address, applicable to both Website and Intranet • Google Maps must be included, not applicable to Intranet
- ✓ Events Calendar, applicable to both Website and Intranet
- ✓ Maluti TVET College Insights and Social media Links are the following and are applicable to both Website and Intranet:
 - <https://www.facebook.com/maluti.central>
 - Follow Maluti TVET College on X: @MalutiTVET
 - Follow on YouTube: Maluti TVET College
 - Follow on Tik Tok on Malutitvet
- ✓ The newly develop website must have a search facility applicable to both Website and Intranet.
- ✓ The newly develop website must include analytic reports which are accessible by administrators.
- ✓ The newly develop website must have an interactive College Strategic Plan page where people can access the Strategic Plan and give comment via the site (not applicable to Intranet).
- ✓ The newly develop website must have an interactive Budget page where people can access the Budget and give comment via the site (not applicable to Intranet).

HOSTING, MAINTENANCE AND SUPPORT

- ✓ The website must be hosted by the bidder and must be available without interruptions.
- ✓ Maintenance and support required for the website includes, security updates, backups, bug fixes and ensuring that the new website's availability is 99.9% uptime (24 hours, 7 days, and 365 days a year).
- ✓ Respond to all incidents and requests submitted by the college as follows, for disaster recovery and service continuity:
 - A maximum of 2 hours response time for all high priority incidents and requests.
 - A maximum of 4 hours response time for all medium priority incidents and requests.
 - Telephone and/or email support.
 - Training of designated staff, maximum five (5) officials, on website and Intranet administering, and content update. User manuals must be provided for the trainees.

INFORMATION SECURITY REQUIREMENT FOR WEBSITE

- ✓ The bidder must perform daily website database backups.
- ✓ Security on the system has to be ensured for proper login detail verification.
- ✓ The bidder must maintain the following logs: access logs and logs of changes, which must be available for audit purposes.
- ✓ The system administrator must be able to generate the aforementioned logs.
- ✓ Ownership of data used remain with Maluti TVET College and cannot be shared for any purpose unless formal approval is granted by the college.
- ✓ Ownership of IT Infrastructure remain with the service provider.

INTELLECTUAL PROPERTY RIGHTS

Copyright, patent rights and other similar rights in any works or products created as a result of the performance of this bid and its assignments shall vest in and are hereby transferred to the Maluti TVET College unless specifically agreed otherwise, in the form of individual written Agreement signed by both parties.

CONTENT MANAGEMENT SYSTEM APPLICABLE TO BOTH WEBSITE AND INTRANET

The website and Intranet developed and must contain a Content Management System (CMS). The CMS will allow managing the navigation structure of the website and Intranet and for both website and Intranet content. The editing tools must include an intuitive easy to use administration.

8. EVALUATION CRITERIA

MALUTI TVET COLLEGE APPLIES THE PROVISIONS OF THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, NO 5 OF 2000 AND PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

The following evaluation criteria will be utilized to determine a suitable service provider.

All bids will be evaluated in terms of Preferential Procurement Policy Framework.

There will be a three-stage evaluation process comprising of:

- Stage 1- Prequalification evaluation,
- Stage 2- Risk Assessment,
- Stage 3- 80/20 Preference Point Scoring System where 80 points out of 100 allocated for price and 20 points out of 100 will be for B-BEEE.

Stage 1: Prequalification

1. Valid Tax Clearance Certificate or Tax Pin certificate issued by the South African Revenue Services
2. CIPC Registration documentation (With proof of Annual Returns for the past financial year)
3. ID copies of all directors/shareholders
4. Central Supplier Database (CSD) Registration Report (Not older than six months)
5. Business municipal account or lease agreement or proof of Business address. The business should ensure they are not indebted with the organ of state (Municipal)
6. Fully Completed SBD 1, 4, 8 & 9
7. Signed Quotation/Pricing schedule
8. Company profile (Indicating shareholding, Core Business, experiences, etc)
9. Registered Distributor/Reseller, latest updated letter from Original Equipment manufacturer (OEM)
10. Bank confirmation letter (Not older than six months)
11. Project plan that indicates the timelines.
12. Reference letter that indicates the experience and previous work in the same project.

Stage 2: Risk Assessment:

The risk assessment is to identify the capabilities, performance and functionality of bidders in order to obtain the best quality services.

In order to facilitate a transparent selection process that allows equal opportunity to all services providers, Maluti TVET College will adhere to its policy on the appointment of service provider.

Functionality proposals will be evaluated in terms of the following criteria:

- I. Experience of company in the Development, Hosting and Maintenance of websites
- II. Qualification of key personnel in the development and maintenance of website and intranet
- III. Experience and qualification of Key personnel assigned to the project

The following table will demonstrate the criteria to be used for allocation of points for functionality as outlined above. Bids scoring less than **60 points** on functionality will not be evaluated beyond

functionality.

The evaluation criteria for functionality will be as below:

Criteria	Weight	Sources of evidence	Point Claimed
Project experience <p>Service provider should at least have 5 years' experience in website development. (Proof should be in the form of reference letter/(s)).</p> <ul style="list-style-type: none"> • Name of the client • Contact Details • Dates when the websites were created (Start date and end date) 	50	Company experience <p>10+ years= 25 points 5-10 years = 15 points 0 – 3 months = No Points</p> <p>3 + references = 25 Points 2 + references = 15 Points 1+ references = 5 Points</p> <p>Bidders are requested to provide the following:</p> <p>Three (3) letters on a letterhead from their clients where Website was developed, hosted and maintained with success.</p> <p>Bidders must make sure that the letters are signed and contact details are fully completed.</p> <p>The contact details must include the contact number and email address of the referee.</p> <p>NOTE: Maluti TVET College may verify the information provided, and if your referee does not confirm the information provided, the reference will not be considered.</p>	
Experience of Key personnel	25	<p>Demonstrated ability of the Individual/Professional Team to render the service in terms of technical response time and the expertise of key staff members.</p> <p>This must be supported with a</p>	

		<p>submission of an organogram and CVs of team members.</p> <p>Rating score values for key personnel is allocated as follows:</p> <p>Over 1 year to 2 years = 2</p> <p>Over 2 years to 3 years = 10</p> <p>Over 3 years to 4 years = 15</p> <p>Over 4 years to 5 years = 20</p> <p>5 years and above = 25</p>	
Qualification of key personnel	25	<p>Relates to the highest qualification of the following key personnel assigned to the project:</p> <ol style="list-style-type: none"> 1. Project Manager 2. Developer 3. Content Creator/Graphic Designer <p>Qualification of Key personnel assigned to the project</p> <p>Degree / National Diploma in Software Development = 25 points</p> <p>National Certificate in software development = 15 points</p> <p>No qualification = 0 points</p> <p>This must be supported with a submission of certified qualifications of team members.</p>	

Specific Goals.

Specific Goals	Achievement Level	Total Umber Of Points That May Be Claimed	Sources of evidence	Points claimed
Persons historically disadvantaged	100% black ownership	10	Company organogram and ID Copies	
	75% - 99% black ownership	8		

on the basis of race	60% - 74% black ownership	6		
	51% - 59% black ownership	3		
	0 – 50% black ownership	0		
Persons historically disadvantaged on the basis of disability	100% owned by persons living with disabilities	5	Company organogram and ID Copies	
	75% - 99% owned by persons living with disabilities	3		
	60% - 74% owned by persons living with disabilities	2		
	51% - 59% owned by persons living with disabilities	1		
	0 – 50% owned by persons living with disabilities 0	0		
Creating jobs / absorbing new jobseekers from a specific project (Website Design and Development)	50 or more jobs created	5	Company organogram and ID Copies	
	30 or more jobs created	3		
	20 or more jobs created	2		
	10 or more jobs created	1		
	Less than 10 jobs created	0		
Youth	Employed South African Youths	5	South African Identification Document	
Locality	Service providers operating in Thabo Mofutsanyana District	20	Proof of physical address must be attached	
	Service providers operating outside Thabo Mofutsanyana District but in Free State province	10		
	Service providers operating outside Free State province	05		

Stage 3: 80/20 Preference point system

- Price 80
- B-BBEE status level of contributor 20

9. BID CONDITIONS

1. Submissions after closing date will not be accepted.
 2. No quotes greater than R30 000 will be accepted without a valid TAX CLEARANCE CERTIFICATE.
 3. The Treasury Regulations stipulate that all service providers dealing with public institutions will be paid not later than 30 days after receiving all required documentation.
 4. **The college reserve the right to not accept or return products that are not according to the specification or as per the required standard**
 5. The **General Conditions of Contract** issued by National Treasury applies.
 6. No payment for the provision of a service, the supply of goods or the execution of work shall be processed unless a tax invoice containing a reference to the relevant purchase order and delivery note if applicable, has been received.
 7. All payment shall as far as possible be affected by means of electronic transfer and not by cheque.
 8. Goods to be delivered within 30 days working day after the order has been issued
 9. Quotes will only be considered if it is according to the specifications given. Please ensure that all relevant information is stated on quote e.g., Vat, Transport cost, delivery period and validity of quotation.
- NB Quotation should be valid for at least 90 days**
10. It is assumed that you agree with these conditions by quoting.

10. MANDATORY DOCUMENTS TO BE SUBMITTED IN ORDER TO BE ELIGIBLE FOR EVALUATION

1. Valid Tax Clearance Certificate or tax pin certificate issued by the South African Revenue Services
2. CIPC Registration documentation (With proof of Annual Returns for the past financial year)
3. ID copies of all directors/shareholders
4. Central Supplier Database (CSD) Registration Report (Not older than six months)
5. Business municipal account or lease agreement or proof of Business address. The business should ensure they are not indebted with the organ of state (Municipal)
6. Fully Completed SBD 1, 4, 8 & 9
7. Signed Quotation/Pricing schedule
8. Company profile (Indicating shareholding, Core Business, experiences, etc)
9. Registered Distributor/Reseller, latest updated letter from Original Equipment manufacturer (OEM)
10. Bank confirmation letter (Not older than six months)
11. Project plan that indicates the timelines.

11.SUBMISSION OF BIDS AND ENQUIRIES

Tender documents must send to be hand delivered and deposited into the Tender box at the following address:

Maluti TVET College
Corner High and Broster Street
Bethlehem
9700

The closing date is **31 January 2025 at 16: 00 am. No late submissions will be accepted!**

Technical Enquiries: Kgothatso Mothibi at Tel No: (058) 303 2156 and or

mothibi.k@malutitvet.co.za.

12.PRICING SCHEDULE

Item	Item Description	Annual Cost (VAT Excl.)
Session Initiation Website Re-Design.	Setup, Development, and configuration of the Website and Content Manager	
Intranet Development	Setup, Development, and configuration of the Intranet and Content Manager	
Website and Intranet Hosting	Hosting of the college Website and Intranet	
Change management and user training.	Clearly outline training plan and change management plan. Training of business users on the Website. Training of contact centre (users and team leaders).	
Webmaster and Administrator	Training for Webmaster, IT resource and end-users.	
Three-years Maintenance and Support	Product updates, support	
	Vat @ 15%	
	Total	

Grand total = R.....

NB: All prices should be inclusive of VAT if applicable.