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REQUEST FOR QUOTATION (RFQ)

APPOINTMENT OF A SERVICE PROVIDER FOR HOSTING AND MAINTENANCE OF THE INSETA WEBSITE FOR 36 MONTHS

RFQ	REQ/INS/2022/01018
RFQ ISSUE DATE	19 July 2022
BRIEFING SESSION	N/A
RFQ DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR HOSTING AND MAINTENANCE OF THE INSETA WEBSITE FOR 36 MONTHS
CLOSING DATE & TIME	22 July 2022 @ 11h00
LOCATION FOR SUBMISSIONS	rfqs@inseta.org.za

Bidders must submit responses via e-mail at: rfqs@inseta.org.za, before on the stipulated date and time. For any queries or questions, please use above mentioned email address.

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

SUPPLIER NAME: _____

POSTAL ADDRESS: _____

TELEPHONE NO: _____

FAX NO: _____

E MAIL ADDRESS: _____

CONTACT PERSON: _____

CELL NO: _____

SIGNATURE OF BIDDER: _____

DETAILED SPECIFICATION

APPOINTMENT OF A SERVICE PROVIDER FOR HOSTING AND MAINTENANCE OF THE INSETA WEBSITE FOR 36 MONTHS

1. BACKGROUND

- 1.1** The Insurance Sector Education and Training Authority (INSETA) is a public entity listed in schedule 3A of the PFMA and was established in March 2000. The INSETA must, in accordance with any prescribed requirements to perform in accordance with the Skills Development Act (SDA), the Skills Development Levies Act (SDLA), the Public Finance Management Act (PFMA), any other relevant legislation and the Constitution.
- 1.2** INSETA is a Schedule 3A Public Entity in terms of the Public Finance Management Act No 1 of 1999, as amended (PFMA). This therefore implies that the INSETA must fully comply with all the requirements of the PFMA as well as the Irregular Expenditure Framework.

2. SCOPE OF WORK

- Hosting the current website on a WordPress based hosting platform.
- Maintenance and technical support on the website.
- 24/7 monitoring of the website against distributed denial of service (DDOS) attacks as well as
- the availability of the service.
- Security and protection of the website.
- Any updating of software required to host the website.
- Have and provide a Disaster Recovery plan/process for uninterrupted/minimum continuous support.
- 1 TB hosting capacity.
- Uncapped data limit to access the website.
- Server response speed rating should be B+ or better (between 0 and 220 ms) but preferably A.
- Make provision to create 4 more new pages.
- Make provision for all needed plugin subscriptions to effectively run the website.
- 1 X SSL Wildcat Certificate – 36 Months.
- 4 X SSL Certificates – 36 Months.

3. DELIVERABLES

3.1 Project Manager

- 3.1.1** The service provider will be responsible for:
- Providing INSETA with a dedicated Project Manager with whom INSETA will liaise regarding content to be uploaded on the website on a daily basis.
 - The Project Manager will on request meet with INSETA to discuss the SLA and performance.
Provide INSETA with satisfactory technical support during work hours

3.2 Content Management

3.2.1 The service provider will be responsible for:

- The service provider will be expected to upload content as well as regular content changes or updates to the website on behalf of INSETA upon request.
- Turnaround / lead-time of upload requests must be 4 hours.
- INSETA staff training on a once off basis (PR & Marketing and IT) on uploading process.
- Give trained staff log-in access.

3.3 Monthly website reports

3.3.1 The service provider will be responsible to provide a monthly report to INSETA that includes the number of visitors, page views, sessions, bounces, search words and statistics amongst other.

3.4 Back-up Services

3.4.1 The service provider will be responsible for:

- The service provider is responsible for backing up the website on a daily basis.
- The backups need to be stored for a period of three months before they can be overwritten.
- A monthly report with proof of this must be provided to INSETA.

3.5 Migration and testing

- The website is currently being maintained and hosted by Blue Computer Technologies (Pty)Ltd and needs to be migrated and commissioned upon appointment.

4. Contract Duration

4.1. The contract duration will be 36 months (3 years)

5. PREQUALIFICATION CRITERIA

5.1 Bidder must submit proof of registration on CSD (Central Supplier Database). The bidder will be verified if they are not listed on database of restricted suppliers and register of tender defaulter. The bidder will also be verified if they are in business.

5.2 Bidder must submit proof of BBBEE certificate or affidavit

Note: noncompliance with the prequalification criteria will result in automatic disqualification.

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6. MANDATORY REQUIREMENT

- 6.1 Track record – 2 Reference letters demonstrating similar work
- 6.2 Approach and implementation plan – provide a detailed plan of how the website will be migrated, hosted, supported/monitored and maintained.

Note: non-compliance with the mandatory criteria will result in automatic disqualification.

7. PRICING CONSIDERATIONS

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

Cost driver	Quantity	Unit price	Total
Support, hosting, and maintenance of INSETA website for 36 months (Monthly cost)			
Monthly reports of website traffic to be sent to INSETA			
Back-ups Services			
Content Management (upload of INSETA content as and when required)			
Once off INSETA staff training (PR & Marketing and IT)			
Dedicated Project Manager support			
Migration and testing of hosting website from Blue Technology (Pty) Ltd (once off)			
Other (bidder to include all other related services)			
Grand Total (Including Vat)			

8. ADJUDICATION USING A POINT SYSTEM

- 8.1 The bidder obtaining the highest number of total points will be awarded the contract unless objective criteria justify the award to another bidder.
- 8.2 Preference points shall be calculated after process has been brought to a comparative basis taking into account all factors of non-firm prices.
- 8.3 In the event that two or more bids have scored equal pints, the successful bid must be the one scoring the highest number of preference points for B-BBEE.
- 8.4 However, when functionality is part of the evaluation process and two or more bids have scored equal points for B-BBEE, the successful bid must be the one scoring the highest score for functionality.

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8.5 Should two or more bids be equal in all respect, the award shall be decided by the drawing of lots.

9. POINTS AWARDED FOR PRICE

The **80/20** preference point system

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

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

Where:

P_s = Points scored for comparative price of bid under Consideration

P_t = Comparative price of bid under consideration

P_{\min} = Comparative price of lowest acceptable bid

10. B-BBEE PREFERENTIAL POINTS WILL BE AWARDED AS FOLLOWS:

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

8.1 Bidders who qualify as EME's and QSE's in terms of the B-BBEE Act must submit a Sworn affidavit. Misrepresentation of information constitutes a criminal offence.

8.2 Bidders other than EME's or QSE's must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by SANAS.

8.3 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.

8.4 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

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- 8.5 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.
- 8.6 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended Sub-contractor is an EME that has the capacity and the ability to execute the sub-contract.
- 8.7 A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capacity and the ability to execute the sub-contract.

9. COMMUNICATION

Respondents are warned that a response will be disqualified should any attempt be made by a bidder either directly or indirectly to canvass any officer(s) or employees of INSETA in respect of a RFQ, between the closing date and the date of the award of the business.

All enquiries relating to this RFQ should be emailed three days before the closing date.

10. CONDITIONS TO BE OBSERVED WHEN RFQING

INSETA 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 his RFQ. INSETA reserves the right to accept a separate RFQ or separate RFQs for any one or more of the sections of a specification. The corporation also reserves the right to withdraw the RFQ at any stage.

No RFQ shall be deemed to have been accepted unless and until a formal contract / letter of intent is prepared and executed. Quotation shall remain open for acceptance by the Corporation for a period of **90 days** from the closing date of the RFQ Enquiry.

INSETA reserves the right to:

- 10.1 Not evaluate and award RFQs that do not comply strictly with this RFQ document.
- 10.2 Make a selection solely on the information received in the RFQs and Enter into negotiations with any one or more of preferred bidder(s) based on the criteria specified in the evaluation of this RFQ.
- 10.3 Contact any bidder during the evaluation process, in order to clarify any information, without informing any other bidders. During the evaluation process, no change in the content of the RFQ shall be sought, offered or permitted.
- 10.4 Award a contract to one or more bidder(s).
- 10.5 Accept any RFQ in part or full at its own discretion.

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- 10.6** Cancel this RFQ or any part thereof at any time as prescribed in the PPPFA regulation.
- 10.7** Should bidder(s) be selected for further negotiations, they will be chosen on the basis of the greatest benefit to the Corporation and not necessarily on the basis of the lowest costs.

11. Cost of Bidding

The bidder shall bear all costs and expenses associated with preparation and submission of its RFQ or RFQ, and the INSETA 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 process.

END OF RFQ DOCUMENT

Annexed to this document for completion and return with the document:

- Bidders' disclosure (SBD 4),
- Preference Points Claim Form (SBD 6.1),
- General Conditions of Contract (GCC)

Non – compliance in returning above mentioned documents, will deem the bid submission as nonresponsive.