

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE INGONYAMA TRUST BOARD					
BID NUMBER:	ITB/11/02/2026	CLOSING DATE:	10/03/2026	CLOSING TIME:	10h00 SAST
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO DESIGN AND DEVELOP THE INTRANET PORTAL, RE-DESIGN, ENHANCE, SUPPORT AND MAINTAIN THE EXISTING WEBSITE FOR A PERIOD OF 36 MONTHS				
BID RESPONSE MUST BE POSTED TO:					
65 TRELAWNEY ROAD					
SOUTHGATE					
PIETERMARITZBURG					
3201					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Ms. T Khenisa		CONTACT PERSON	Mr. Simpiwe Mxakaza	
TELEPHONE NUMBER	033 846 9900		TELEPHONE NUMBER	033 846 9900	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	thabiso.khenisa@ingonyamatrust.org.za		E-MAIL ADDRESS	simpiwe.mxakaza@ingonyamatrust.org.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:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] ☐ Yes ☐ 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?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				☐ YES ☐ NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				☐ YES ☐ 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**TERMS AND CONDITIONS FOR BIDDING**

1. 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 IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 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).
2. 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:

PRICING SCHEDULE

NAME OF BIDDER:

BID NO.: ITB/11/02/2026

CLOSING DATE: 10/03/2026

CLOSING TIME: 10H00 SAST

OFFER TO BE VALID FOR **30 DAYS** FROM THE CLOSING DATE OF BID.**DESCRIPTION & PRICE DETAILS OF SERVICE REQUIRED**

Item No	Description	Quantity	Price Per Unit	Total Price Excluding 15% VAT
1	Intranet Design & Build	Once-Off	R	R
2	Website Redesign and Enhancement	Once-Off	R	R
3	Maintenance and Support (Intranet & Website)			
3.1.	Year 1	12	R	R
3.2.	Year 2	12	R	R
3.3.	Year 3	12	R	R
4.	Website and Intranet Pro Licence Renewals			
4.1.	Year 1	12	R	R
4.2.	Year 2	12	R	R
4.3.	Year 3	12	R	R
5.	Website and Intranet Hosting			
5.1.	Year 1	12	R	R
5.2.	Year 2	12	R	R

Item No	Description	Quantity	Price Per Unit	Total Price Excluding 15% VAT
5.3.	Year 3	12	R	R
6.	Total Cost Excluding 15% VAT (Item 1 to 5)			R
15% VAT (IF A VAT VENDOR PROVIDE PROOF OF REGISTRATION)		R		
Total Fixed Costs (VAT Inclusive)		R		

Amount in words. _____

 I (full name) _____, in my capacity as _____,
 the duly authorized representative of _____ (business name) hereby
 declares that the offer is in accordance with the attached specification, notes to suppliers & accepts all conditions/clauses
 contained in the said documents.

 Signature of duly authorised representative

Date: _____

NB: failure to sign this price page will invalidate the bid/quote.

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.

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- 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 **To be completed by the organ of state**

a) The applicable preference point system for this tender is the 80/20 preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this

tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim regarding preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation.
- (b) **“price”** means an amount of money tendered for goods or services and includes all applicable taxes less all unconditional discounts.
- (c) **“Rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes.
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 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
$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$	or	$Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system: or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
100% black ownership.	20	

REQUIRED PROOF.

Ownership CSD Report

DECLARATION WITH REGARD TO COMPANY/FIRM

- 4.3. Name of company/firm.....
- 4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I 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 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct.
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) Disqualify the person from the tendering 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 tenderer or contractor, its shareholders, and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted 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, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

.....



INGONYAMA TRUST BOARD

• 65 Trelawney Road, Southgate, Pietermaritzburg, 3201 • P.O. Box 601, Pietermaritzburg, 3200
• Tel: 033 846 9900 • Fax: 033 386 2528 • www.ingonyamatrust.org.za

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DESIGN AND DEVELOP THE INTRANET PORTAL, RE-DESIGN, ENHANCE, SUPPORT AND MAINTAIN THE EXSITING WEBSITE FOR A PERIOD OF 36 MONTHS.

1. INTRODUCTION AND BACKGROUND

- 1.1. The Ingonyama Trust Board (ITB) has had its corporate website since 2010. The website is used as a platform to inform visitors about the activities and range of the services provided.
- 1.2. In addition to providing information about services to visitors, the website also provides visitors with a platform to access job opportunities and tender details, which help to reduce printing and distribution costs.
- 1.3. Website tools such as Google Analytics makes it possible to gather information about website visitors, including their interests and the number of visits. This information has been useful in learning more about website visitors and contributed to the achievement of marketing success. The existing website is built using WordPress Content Management System and the Generatepress theme.
- 1.4. Based on this background, there is a need to continue the service of website hosting, support and maintenance. The website as a successfully implemented tool of communication provides an opportunity to showcase and enhance the ITB's brand identity, build credibility, boost performance and productivity.

2. PROJECT OUTCOMES

- 2.1. Knowledge management which gives an opportunity to capture, organise and disseminate knowledge.
- 2.2. Communication platform to disseminate news and important announcements.
- 2.3. Increased visibility and usability.
- 2.4. Employee engagement and workplace culture.
- 2.5. Enhanced efficiency of business processes
- 2.6. Convenient way to attract and engage clients.

2.7. Digital promotion and enhanced marketing of the ITB brand.

3. SCOPE OF WORK

The successful Bidder will be required to provide services as set out below:

Table 1:

DESCRIPTION	SPECIFICATION
INTRANET Design and Build	• The service provider to develop intranet that is online based. • The intranet will be hosted on an online platform like the website so that employees can have access to it even outside the organisation on their secure work laptops. • The intranet must be developed using the Wordpress CMS and should be scalable for future technological development. • The intranet must be compatible for future existing systems and adaptable to future improvement. • The intranet must be sufficiently dependable, accessible all times and flexible. • Security measures must be implemented to ensure that the intranet is not compromised, and information is kept secured and no authorised access to the electronic documents and files within the intranet. • The users of the intranet must have secure login capabilities to access the intranet and it must be locked for external parties to access. • Allow the administrator to manage access rights. • Overall style: Should incorporate ITB corporate colours and logo and designed as per the intranet landscape (will be provided to the service provider). • Navigation: The navigation should be easy to use and clearly visible. • Provide an audit trail of all activities/changes performed on the portal. • Content Management: Allow authorized users to create, add and delete, access, receive, disseminate, publish events and update and delete page layouts content on the portal.

DESCRIPTION	SPECIFICATION
	• Search capability: display at minimum the following: • User's search results • Allow users to search by content relevance. • Allow users to search for other users in the organisation. • The Intranet must provide capability to protect user login details through the following: • Password encryption. • Enabled Multi-Factor Authentication (MFA) login method for the portal. • The Intranet must be accessed through a secured HTTPS link based on SSL Digital Certificate. • Allow document management and storage. • All User Interface (UI) designs for the Intranet must be according to the ITB's corporate identity for approval by the ITB's project team before programming/development of both platforms commences. • AUDIT TRAIL • Provide an audit trail facility for all the activities performed on the intranet and website.
Website Re-Design and Enhancement	Re-design, enhance and deploy the existing website by following the below plan: • Understand the ITB's goals – Identify key objectives of the website (e.g. information dissemination, stakeholder engagement, online services) • Assess the Current Website – evaluate the existing website for content, performance, user experience etc. • Content Audit – review all the existing content for relevance, accuracy, and usability and implement improvements. • The website should include functionalities such as search capability, chatbots, content update notification, dynamic content generation, social publishing, and video conferencing. • Annual review of look and fill to update the design as required by the ITB. • Allow Search Engine Optimization (SEO) for all pages and posts on the website. • Provide website and content performance optimizing tools to ensure the site loads quickly. • The website must be able to provide links to external databases, GIS mapping and social networking.

DESCRIPTION	SPECIFICATION
	• Security measures to proactively mitigate attacks against the website must be put in place. • Content management system (CMS): CMS features to allow on-going evolution of the information exposed. Ability to create, edit and manage content easily. • Provide audit trail of activities performed on the website. • Allow for easy data integration with other existing applications. • Allow the website to use secure API. • Search capability: display search interface, display user's search results, allow users to search by content relevance. • Navigation: The navigation should be easy to use and clearly visible.
Maintenance and Support	The selected Bidder will be required to provide standard SLA with resolution times in the proposal. Maintenance and support of the Website & Intranet will include: • Applying security patches, • Clearing out log files, • Ensuring sufficient disk space, • Sorting out security certificates. • Fixing bugs in the code. • Provide technical support with guaranteed response and resolution time frames. • Assist with content update when changes that must be made are not possible from the Content Management user interface. • Deploy the website and intranet to the live environment. • Conduct new developments which may be out of scope during the post implementation of the website and intranet respectively.
Website Hosting	• Upon assumption of the contract, migrate the website portal and Intranet and data inclusive of backups to the new environment. • The successful bidder will be required to provide website and intranet hosting service immediately upon appointment. • Provide a robust web hosting environment with guaranteed uptime and restoration time frames. • Conduct system updates to ensure that the website, content management system and any Plug-ins are up to date. • Provide adequate server capacity to accommodate site needs and allow for sufficient future growth.

DESCRIPTION	SPECIFICATION
	• Conduct daily website backups to safeguard website content in the event of a system crash. • Provide system continuity and security plan to ensure that the website and intranet are responsive to emerging security needs. (Security protocols will be shared upon successful appointment).
Training	Provide training for website and intranet platform to IT administrators and the webmaster. • Ensure continuous transfer of skills to the ICT personnel and the webmaster. • Service Management • Ensure 99% uptime of Website and Intranet platforms. • Ensure 99% data back-ups, and replication of DR environment are performed daily. • Perform data test restores twice a year. • Produce monthly uptime reports for both Website and Intranet platforms. • Provide monthly SLA performance reports. • Provide Google analytics (GA4) for performance reporting. • Enable the workflows to generate a report of all transactions.

4. SERVICE LEVEL AGREEMENT

4.1. The appointed service provider will have to enter into a service level agreement with the Ingonyama Trust Board.

5. PROJECT MANAGEMENT

5.1. The service provider must provide a clear project plan with deliverables and timeline for this project.

5.2. Development and commissioning should be completed within a period 6 months for the website and intranet deployment at most after acquiring official appointment / purchase order.

6. AUTHORISED DELEGATE(S)

6.1. The scope of work may not be amended without the written confirmation or delegation by the Ingonyama Trust Board.

7. TENDERS WILL BE EVALUATED IN TERMS OF THE EVALUATION CRITERIA STIPULATED BELOW:

- a) Evaluation for Mandatory Criteria
- b) Evaluation in terms of Functionality
- c) Evaluation in terms of 80/20 preference point system as prescribed in the Preferential Procurement Regulations 2022.

7.1. EVALUATION FOR MANDATORY CRITERIA

Bidders must comply with the requirements and submit all required document(s) indicated hereunder with the bid documents at the closing date and time of bid. This phase is not scored and bidders who fail to comply with all the mandatory criteria will be disqualified.

No	Mandatory Requirement	Substantiating Evidence of Compliance (Used to assess compliance)	Evidence Reference (To be completed by bidder)
1.	The Lead Developer must have an Information Technology Qualification	Bidders are required to: (a) Indicate who is the Lead Developer in field on Form A of the quotation document (b) Submit a detailed Curriculum Vitae (CV) which clearly shows roles, start and end dates, responsibilities, and the duration of each role. (c) Copies of qualifications for the assigned lead developer	Provide unique reference to locate substantiating evidence in the quotation response.
2.	All SCM forms (SBD 1, SBD 3.3, SBD 4, SBD 6.1) must be fully completed.		

Note: Any tenderer not complying with the above-mentioned stipulations will be regarded as non-responsive and will therefore not be considered for further evaluation.

ADMINISTRATIVE REQUIREMENTS

Tax Requirements:

- Bidders must ensure compliance with their tax obligations.
- Bidders are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.
- Application for tax compliance status (TCS) or pin may also be made via e-filing. To use this provision, taxpayers will need to register with SARS as e-filers through the website www.sars.gov.za.
- Bidders may also submit a printed TCS together with the bid.
- In bids where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / pin / CSD number.
- Where no TCS is available, but the bidder is registered on the central supplier database (CSD), a CSD number must be provided.
- Fully completion of SBD4 (Bidders' disclosure), SBD 6.1 (Preference Claim)

7.2. EVALUATION IN TERMS OF FUNCTIONALITY

7.2.1. Only bidders who have complied with mandatory requirements will be evaluated for functionality. Bidders must, as part of their bid documents, submit supporting documentation for all functional requirements as indicated hereunder. The Bid Evaluation Committee (BEC) responsible for scoring the respective bids will evaluate and score all bids based on their submissions and the information provided.

7.2.2. The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These marks will be added and expressed as a fraction of the best possible score for all criteria.

7.2.3. Functionality will be evaluated based on the supporting documentation supplied by the bidders in accordance with the below functionality criteria and values.

7.2.4. The applicable values that will be utilized when scoring each criterion ranges from: **0= No submission/ irrelevant, 1 being Poor, 2 = Average 3 = Good, 4 = Very Good & 5 = Excellent**

EVALUATION CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	WEIGHT
ABILITY AND CAPABILITY	Company experience: Demonstrated knowledge and experience of the supplier in the following: • Intranet/portal, web development and design functions. • Website hosting, maintenance and support	30

EVALUATION CRITERIA	GUIDELINES FOR CRITERIA APPLICATION		WEIGHT
	NB: Proof of reference letters under the client-company letterhead that confirms that the firm is managing or has previously managed projects of a similar nature must be attached.		
	Experience of the Lead Developer Demonstrated knowledge and experience in the following: • Design and development of corporate website(s) using Wordpress • Knowledge of related programming languages.		35
	CV TEMPLATE GUIDE		
	Employer	The name of the Employer including the client company if applicable	
	Position Held	Provide the role description	
	Period	Start Date End Date	
	Responsibilities	Define the activities performed against this role.	
	NB: To substantiate maximum points in these criteria, bidders must follow the guide provided above when submitting Curriculum Vitae (CV) of the proposed Personnel.		
	Tertiary Qualification of the Lead Developer • NQF 6 Qualification in IT related studies NB: Foreign qualifications must be accompanied by SAQA verification letter.		10
METHODOLOGY	Bidders should provide comprehensive project execution plan covering the entire scope of work including maintenance and support plan as well as proposed work schedule, duty sheet/ work plan with clear deliverables and timeframes for each task to be completed.		25
TOTAL POINTS ON FUNCTIONALITY MUST ADD TO 100			100

7.2.5. The bids that fail to achieve a minimum of 60 points out of 100 points for functionality will be disqualified. This means that such bids will not be further evaluated on the next stage of the tender process.

Scoring Criterion	0 No Submission	1 Poor	2 Average	3 Good	4 Very Good	5 Excellent
Company experience	No Experience or Irrelevant	1 similar project managing or successfully managed in the last five years	2 similar projects managing or successfully managed in the last five years	3 similar projects managing or successfully managed in the last five years	4 similar projects managing or successfully managed in the last five years	Over 5 or more similar project managing or successfully managed in the last five years
Lead Developer Experience	0-1 year of experience in web development and design, including leadership roles in similar projects.	2 years of experience in web development and design, including leadership roles in similar projects.	3-4 years of experience in web development and design, including leadership roles in similar projects.	5 years of experience in web development and design, including leadership roles in similar projects.	6-8 years of experience in web development and design, including leadership roles in similar projects.	9 or more years of experience in web development and design, including leadership roles in similar projects.
Lead Developer Qualifications	No submission or Irrelevant qualification.	NQF 5 in IT related studies.	NQF 6 in IT related studies.	NQF 6 in web design and development studies.	NQF 7 in IT related studies.	NQF 7 or higher in web design and development studies.
Methodology	No submission or irrelevant.	Inadequate Plan.	Plan that only addresses the scope of work.	Plan indicating scope of work, proposed work schedule/ duty sheet to be provided.	Plan indicating scope of work, proposed work schedule/ duty sheet/ work plan to be provided with clear deliverables.	Detailed Plan indicating scope of work, proposed work schedule/ duty sheet/ work plan to be provided with clear deliverables and timeframes for each task to be completed.

8. ENQUIRIES

For Technical Specification Enquiries, please contact:

Business Unit	Contact person	Contact details
Communication Services	Mr Simpiwe Mxakaza Communications Practitioner	simpiwe.mxakaza@ingonyamatrust.org.za 033 846 9918/083 845 4888

For Supply Chain Management Enquiries, please contact:

Business Unit	Contact person	Contact details
Supply Chain Management	Ms Thabiso Khenisa Supply Chain Management Practitioner	thabiso.khenisa@ingonyamatrust.org.za 033 846 9953/083 957 9797