

TERMS OF REFERENCE

DEVELOPMENT AND HOSTING OF ENTERPRISE ILEMBE WEBSITE

1. BACKGROUND

iLembe Management Development Enterprise (Pty) Ltd, trading as Enterprise iLembe is the wholly owned Economic Development Agency of iLembe District Municipality with its key mandate being the following:

- To drive Economic development
- To promote Trade and Investment Promotion
- To market and promote the District as a premier tourism destination
- To work with local government to facilitate a business enabling environment
- To implement business, retention and expansion (BR&E) programmes in partnership with local business

2. THE PROJECT DESCRIPTION:

Enterprise iLembe Economic Development Agency seeks to develop, enhance, and maintain a dynamic, user-friendly, and informative website that reflects its mandate, services, and initiatives. This document outlines the scope, objectives, deliverables, and technical requirements for the development and management of the website.

Enterprise iLembe hereby requests proposals from interested and suitably qualified and experienced service providers to design a new Enterprise iLembe Website.

3. OBJECTIVES:

3.1. Main objectives of the project

- To build loyalty and enhance stakeholder relations
- To enhance on-line presence

- To improve communication with stakeholders
- To improve information on entity mandate and projects
- To provide a focused web-based solution and alternative to telephonic enquiries
- To profile local investment opportunities
- To profile region as a tourism destination
- To obtain a database of visitors to site
- Enhance visibility and accessibility of Enterprise iLembe's programs and services.
- Provide relevant and up-to-date information on economic development initiatives.
- Facilitate stakeholder engagement and communication.
- Promote investment opportunities within the iLembe District.
- Serve as a resource hub for entrepreneurs and businesses.

4. SCOPE OF WORK :

The appointed service provider will be responsible for:

- Designing and developing a modern, responsive website.
- Ensuring compliance with web accessibility standards.
- Providing a Content Management System (CMS) for easy updates.
- Developing interactive features, including contact forms and event calendars.
- Integrating social media platforms.
- Implementing Search Engine Optimization (SEO) best practices.
- Ensuring website security, including SSL certification.
- Providing website hosting and ongoing maintenance support.

4. DELIVERABLES :

The service provider shall deliver the following:

- A fully functional and responsive website.
- User-friendly CMS with training for Enterprise iLembe staff.
- Website hosting, maintenance, and support plan.
- Documentation of system architecture and user guidelines.
- Monthly performance and security reports.

5.1. TECHNICAL REQUIREMENTS:

- Mobile-friendly and cross-browser compatibility.
- High-speed performance and optimized load times.
- Secure and scalable hosting environment.
- Compliance with the Protection of Personal Information Act (POPIA).

6. QUALIFICATIONS & EXPERIENCE: The service provider should demonstrate:

- Experience in developing similar economic development or government agency websites.
- Proficiency in website security and data protection measures.
- Strong portfolio showcasing relevant projects.

7.TASK DESCRIPTION AND EXPECTED OUTPUTS

Enterprise iLembe invites proposals from suitably qualified and experienced service providers who to developing a new website for Enterprise iLembe. The following are the key elements which need to be considered and undertaken;

- Software Development
- GIS Mapping
- Creative Web Design & Site Map (Creativity, Look and Feel)
- Database Application
- Keyword listing (Search Optimization – SEO)
- Functionality for desktop and mobile applications
- Content & Imagery (existing and stock) including video
- Links (stakeholder and social media platforms)
- Search features
- Training of entity administrator (website must be user friendly for both the administrator and end user)
- Monthly Analytic Reports (no of visitor, no of unique visitors, page views etc.)
- Monthly hosting (for a period of 11 months) including regular content updates

Examples of websites to look at include: **Dube Trade Port.**

Please note that the proposal is expected to have a breakdown of activities / steps and the budget thereof. Proposed design element sample/s must be attached to your proposal, at least two or more mock-ups
(Compulsory)

8. PROJECT TIMEFRAME

This development of the website should be completed within 1 (one) month from date of appointment, thereafter, hosting and content updates is required for the following 11 months (i.e., total duration of contract – 12 months)

9. CRITERIA FOR EVALUATION

a. Mandatory Documents/ Submissions

Proposals/ Quotations must be accompanied by the following mandatory documents/ submissions:

- Service Providers Proposal together with cost implications **(Compulsory)**
- Valid TCS Pin number issued by SARS **(Compulsory)**
- Proof of registration on the Central Suppliers Database for Government **(CSD)**.
A CSD registration report or number must be submitted **(Compulsory)**. (The CSD report/number report will be available on the CSD Website once you have registered on the Central Suppliers Database. **Please visit <https://secure.csd.gov.za/> to register on the Central Supplier Database.**) The CSD will be used to verify tax compliance status of the bidder. NB: Bidders who are in service of the state as per CSD will be disqualified from further evaluation unless supporting documents proving the supplier is not a government employee is submitted as part of the proposal.
- MBD 4 – Declaration of Interest Form **(compulsory)**
- MBD 6.1 – 2022 Preference Point Claim Form **(Compulsory)** - please note that failure to indicate the number of points being claimed by the service provider on page 4 of MBD 6.1 and submit the supporting documents as indicated in this form will result in no points being awarded in the 80/20 price calculation.
- Company registration document **(Compulsory)**

Note:

- Failure to submit **compulsory** documents will result in your proposal being disqualified.
- Reference checks may be performed as part of the evaluation of this request for quotations.
- The successful service provider will be required to register on the Enterprise iLembe Suppliers Database.
- **All MBD forms** listed above must be completed correctly signed, failure to complete and sign will result in disqualification.

a. Functionality Evaluation

The functionality evaluation points will be applied as per the table below:

Any proposal that fails to achieve a minimum of 60 points of the total of 100 and a score greater than zero in categories marked with an asterisk (*) on the functionality evaluation shall not be evaluated further and will be deemed to be non-responsive.

#	Competency	Point Allocation	Maximum points
1	<p><u>Bidder's Years of Experience:</u></p> <p>Supporting documents required: Company Profile detailing the number of year's experience of the Bidder in the following areas:</p> <p>1. Information Technology (IT) (specialising in website development/ maintenance/ support</p>	<p>No experience – 0 points >0 – 1 year – 10 points >1 – 5 years- 20 points Above 5 years - 30 points</p>	30
2	<p><u>Project Experience: (*)</u></p> <p>Supporting documents required: Relevant References Letters pertaining to Experience in developing similar economic development or government agency websites, website security and/ or data protection measures.</p> <p>The bidder must provide letters of reference relating to similar work undertaken in the past five years (<i>reference letters must be signed, must have a contact number or e-mail address, and must be on the referee's letterhead for points to be awarded</i>)</p>	<p>1 letter = 5 Points 2 letters = 10 Points 3 letters = 15 Points 4 letters = 20 points</p>	20
3	<p><u>Implementation Plan :</u></p> <p>Supporting documents required: Please submit the proposed implementation plan in order to claim points for this competency</p>	<p>Implementation plan contains realistic timelines, demonstrates the bidders capacity to deliver (i.e. team members to be allocated to the project) and incorporates all elements of this RFQ, i.e. Website Development and Hosting</p>	15

#	Competency	Point Allocation	Maximum points
4	<u>Design Element (*)</u>: Supporting documents required: A proposed design element sample/s must be attached to your proposal with at least two or more mock-ups (compulsory)	Design sample meets some of the requirements & lacks visual appeal – 18 points Design sample meets all requirements and visually appealing – 35 points	35
	TOTAL POINTS CLAIMABLE		100

Only service providers who achieve a minimum of 60 points of the total of 100 and a score greater than zero in categories marked with an asterisk (*) on the functionality evaluation shall be evaluated in terms of the 80/20 points scoring system as set out below.

b. Pricing Evaluation - The 80/20 Preference Point Scoring System Will be Applied with Points Allocated as Follows:

- 80 points for the price
- 20 points for specific goals

Service Providers wishing to claim a maximum of 20 preference points in terms of Specific Goals must attach the following:

1. ***Proof of location of the business- Maximum of 20 points (Please submit a signed councillor letter, valid signed lease agreement or a utility bill not older than three months & in the business name) to claim points for this)***
 - ***If the business is located in within iLembe – 20 points***
 - ***If the business is located within KZN – 10 points***
 - ***If the business is located within South Africa – 5 points***

5. PAYMENT TERMS

Payments will be made on invoices rendered for work completed. On receipt of invoices rendered the service provider should allow at least four (4) weeks for the payments to be processed.

6. NON-APPOINTMENT

Enterprise iLembe has a right not to make an appointment should it find that proposals received do not meet the specified criteria / requirements and is not compelled to accept the lowest proposal. Further, no awards will be made to suppliers in service of the state.

7. REPORTING

Upon appointment, the service provider will work in close co-operation with Enterprise iLembe management. The service provider will also be expected to keep financial records and other appropriate records.

8. PERFORMANCE OF SERVICE PROVIDER

Once appointed, the performance of the service provider will be measured on a continuous basis.

The key performance indicators applicable to this are as follows:

	Performance Indicator	Weighting
1	Quality of Service	30
2	Timeliness of Completion	25
3	Cost Control	25
4	Business Relations	10
5	Management of Key Personnel (i.e. management of the service providers team allocated to the project)	10
		<u>100</u>

9. INFORMATION CONTACT

For enquiries, please contact Ms Sithembile Ngcobo (Communications & Marketing Officer) on:

- E-mail: sithembile@enterpriseilembe.co.za
- Telephone: 032 946 1256

10. CLOSING DATE

Proposals can be emailed to siyabongasi@enterpriseilembe.co.za

Closing Date for submission of proposals: 21 February 2025 at 12h00.