

Request for Quotation – RTQ/ADV/10/2022

Suitably experienced service providers are invited to submit quotations for a 12-month contract period to host, maintain and support Iziko Museum’s websites.

INTRODUCTION

Iziko Museums of South Africa (Iziko) is a schedule 3 public entity (not of profit) and operates 10 national Museums; Social History Centre; Planetarium and Digital Dome, and three collection-specific libraries in Cape Town. The Museums that make up Iziko each have their own history and character presenting extensive art, social and natural collections that reflect our diverse African heritage.

1. BACKGROUND

The primary objective of the Iziko website is to serve as a marketing communications tool, in order to ensure that the organisation has a professional online presence; increase awareness and recognition of the Iziko brand and product offering; provide users with cohesive, consistent and current communication related to the organization, its museums, exhibitions, events and programmes. The website is also used as an archival repository.

Increasingly, Iziko will seek to use the website for the purposes of building a remote audience via virtual exhibitions and online programmes. The website is hosted by the current service provider.

**Please note that we will in the future need to host additional virtual websites (subdomains) and/or external ones.

2. BRIEF & SPECIFICATIONS

The service provider will be required to:

- Hosting the Iziko website and microsities;
 - www.iziko.org.za/and microsities:
 - <http://egyptinsouthafrica.iziko.org.za/>
 - <http://slavery.iziko.org.za/>
 - And links to the associated websites: Waspweb, Figweb,
- Develop, maintain, and update the Iziko website (www.iziko.org.za) and microsities, egyptinsouthafrica.iziko.org.za as well as slavery.iziko.org.za by adding, and updating content to the websites, events, exhibitions calendars, banners and other necessary and related content information as and when it is required and, to this end provide hourly costings for web maintenance and technical management of the primary Iziko website (billing only the hours used and documented as such) up till 20 hours per month are reached. Should the hours services go beyond 20 hours a month, please provide hourly costings.
- Training key Iziko Advancement staff to enable them to get back-end access to update the web pages themselves (and offering telephonic support to them to this end).
- Technical maintenance, optimisation, security and back-up maintenance.
- Google analytics reporting (narrative and stats report on a monthly and quarterly basis).

Service providers will be required to provide quotations in which the costs of following contract components are outlined:

- 1) Monthly Cost of hosting the Iziko Museums of South Africa and related websites as specified above.
- 2) Indicate billing rate per hour for maintenance costs up till 20 hours of maintenance hours per month (please specify costs should this be exceeded)
- 3) Indicate once-off costs for training staff to gain back-end access to update
- 4) Back-up maintenance
- 5) Quarterly costs for Google Analytics and other web-based report

3. REQUIREMENTS

The quotation proposal should include the following mandatory documents:

No	Mandatory documents to be submitted <u>in the order as indicated below</u>
1	Proposed responses must include: <ul style="list-style-type: none"> • A company profile: <ul style="list-style-type: none"> - Listing technical expertise, - Knowledge and experience of migration, development, - Hosting and Content Management Systems • The management approach and methodology to provide the web maintenance service
2	Quotation inclusive of VAT (see Quotation Template as specified in item 6 of this document)
3	References/Evidence of past experience with government departments and or public entities.
4	A Valid B-BBEE Certificate or a Sworn Affidavit that is in compliance with the B-BBEE Act
<u>The Completion of the Following enclosed documentation</u>	
4	Central Supplier Database Report – with supplier number and company details (www.csd.gov.za) and Tax Status Verification Pin together with tax registration number
5	Confidentiality and Non- Disclosure Agreement (Annexure B)
6	SBD 3.3 Pricing schedule
7	SBD 4- Bidder’s Disclosure

4. Functionality

The following functionality criteria will be used for evaluating all proposals, where proposals must score an overall minimum of 70% (350 points) out of 500 for functionality criteria to qualify for further evaluation for the 80 / 20 preference points scoring.

VALUES: 1-poor 2 – Average 3 – Good 4 – Very Good 5 - Excellent

Functionality Criteria (80 points)		Points Allocation	Value
1.	Company Profile	10	
2.	Describe Management Approach and Maintenance methodology	10	
3.	Specify number of years' experience in hosting and maintaining websites: a) in general, and b) for government departments and public entities	10	
4.	Describe/ detail the hosting solution specification for each of the required sites	15	
5.	Specify storage size/capacity for each of the sites	15	
6.	Specify monthly traffic allowance per site	10	
7.	List Content Management systems company works with and languages proficient in and indicate level of expertise (in terms of number of years):	15	
8.	Describe/Detail Training and Support	15	
		100	
Minimum Stipulated Threshold to be met		70%	

5. FORMAL CONTRACT

This quotation and appended documentation, read together form the basis for an agreement, to be negotiated and concluded in a formal contract between Iziko and the preferred service provider.

A mere offer and acceptance shall not constitute a formal contract of any nature for any purpose between Iziko and the preferred service provider.

6. PRICING ON QUOTATIONS

Price must be stated in South African Rand (incl. VAT) if registered for VAT. Please use following template layout:

No.	Details	Once off costs or Hourly rate	Monthly Costs
1.	Hosting the following Iziko websites and microsites;		
	o www.iziko.org.za/		
	o http://egyptinsouthafrica.iziko.org.za/		
	o http://slavery.iziko.org.za/		
2.a.	Maintain, develop, and update the current Iziko website (www.iziko.org.za) up till 20 hours per month are reached.		
b.	Costs per hour should 20 hours be exceeded		
3.	Training key Iziko Advancement staff to enable them to get back-end access to update the web pages		N/A
4.	Back-up maintenance		
5.	Google Analytics Reporting		
	<i>Sub Total</i>		
	VAT @15%		
	TOTAL COST Incl. VAT		

VALIDITY PERIOD OF QUOTATION

Quotations shall be valid for a minimum period of thirty (60) days calculated from the closing date of the request to quote.

7. CLOSING DATE FOR SUBMISSIONS

The closing date and time is **Friday 21 October 2022**

Proposals must be submitted via mail addressed to: mediaofficer@iziko.org.za

No Late submissions or submissions via fax will be accepted.

ENQUIRIES

Please contact the Marketing and Communications Manager via email mkleinsmith@iziko.org.za

Supply Chain Management queries:

Please contact: ndonson@iziko.org.za