

## REQUEST FOR QUOTATION

SENTECH INVITES SUPPLIERS FOR:

Project title:	<b>APPOINTMENT OF A SERVICE PROVIDER TO DEVELOP A NEW SENTECH WEBSITE, CONTENT UPDATES AND STAFF TRAINING ON CMS FOR A PERIOD OF 12 MONTHS</b>		
Quotation or Proposal no:	<b>SENT/WEBSITE/2023</b>		
RFQ Issue date:	<b>12-07-2023</b>		
Briefing session date, time and venue	<b>17 July 2023 at 11H00 – 12H00, on Teams.</b>		
Closing date:	<b>19-07-2023</b>		
Closing time:	<b>12h00pm</b>	Validity period:	<b>30 days</b>

You are invited to provide a quote to deliver the goods, services or works defined in the Scope of Work.

### QUOTATIONS OR PROPOSALS TO BE RETURNED TO:

Quotations Administrator	
Telephone no:	
E-mail:	<b>Quotations2@sentech.co.za</b>

## Form of Offer and Acceptance

### Offer

The Employer, identified in the Acceptance signature block, has solicited offers to enter into a contract for the services as stated in the RFQ: Scope of Work

The Service Providers, identified in the Offer signature block, has examined the documents listed in the RFQ and addenda thereto as listed in the Returnable Schedules, and by submitting this Offer has accepted the Conditions of this RFQ.

By the representative of the Service Provider, deemed to be duly authorised, signing this part of this Form of Offer and Acceptance the Service Provider offers to perform all of the obligations and liabilities of the RFQ under the contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the conditions of contract identified in the RFQ.

### THE OFFERED TOTAL OF THE PRICES INCLUSIVE OF VAT IS:

(in ..... words)

.....Rand;

R.....(in figures)

THE OFFERED PRICES ARE AS STATED IN THE PRICING SCHEDULE

This Offer may be accepted by the Employer by signing the Acceptance part of this Form of Offer and Acceptance and returning one copy of this document including the Schedule of Deviations (if any) to the Service Provider before the end of the period of validity stated in the RFQ, or other period as agreed.

Signature(s)

Name(s)

Capacity

**For the  
tenderer:**

*(Insert name and address of organisation)*

Name &  
signature of  
witness

Date

## Acceptance

By signing this part of this Form of Offer and Acceptance, the Employer identified below accepts the Service Providers Offer. In consideration thereof, the Employer shall pay the Service Provider the amount due in accordance with the conditions of the RFQ. Acceptance of the Service Providers Offer shall form an agreement between the Employer and the Service Provider upon the terms and conditions contained in this RFQ.

Deviations from and amendments to the documents listed in the RFQ and any addenda thereto listed in the Returnable Schedules as well as any changes to the terms of the Offer agreed by the Service Provider and the Employer during this process of offer and acceptance, are contained in the Schedule of Deviations attached to and forming part of this Form of Offer and Acceptance. No amendments to or deviations from said documents are valid unless contained in this Schedule.

The Service Provider shall within two days of receiving a completed copy of this agreement, including the Schedule of Deviations (if any), contact the Employer's agent to arrange the delivery of any securities, bonds, guarantees, proof of insurance and any other documentation to be provided in terms of the conditions of contract identified in the RFQ. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.

Notwithstanding anything contained herein, this agreement comes into effect on the date when the Service Provider receives one fully completed original copy of this document, including the Schedule of Deviations (if any).

Signature(s)

Name(s)

Capacity

**for the  
Employer**

*(Insert name and address of organisation)*

Name &  
signature of  
witness

Date

## RFQ Data

### 1. ADMINISTRATIVE RESPONSIVENESS CRITERIA

- 1.1. Suppliers are required to ensure that they meet all the Administrative Responsiveness Criteria. Suppliers that do not meet all the Administrative Responsive Criteria may not be awarded this Quote. It is the service provider's responsibility to ensure that they are tax compliant and that all required information is submitted to Sentech. Supplier's providing quotations must be registered on the Sentech Supplier Database.
- 1.2. **Quotations must be in a Company Letterhead.**
- 1.3. Quotations or Proposals must be received on or before the closing date and time specified on the Call for Quotation or Proposal document.
- 1.4. Quotations or Proposals must be fully completed and signed in BLACK ink.
- 1.5. Quotations must be submitted via Email.
- 1.6. The Tenderer undertakes to the Purchaser that it will treat as confidential the terms of this RFQ together with all the Purchaser's confidential information and will not disclose such confidential information to any person, firm or company (other than to its auditors and other professional advisers) or to the media, and will not use such confidential information other than for the purposes of this RFQ, subject always to any prior specific authorisation in writing by the Purchaser to such disclosure or use."

### 2. EVALUATION CRITERIA

The evaluation criteria are stipulated in Section 5. It is the Suppliers responsibility to ensure that it has responded to the evaluation criteria. Failure to meet the evaluation criteria may result in the Supplier being disqualified from being appointed. Suppliers must ensure that they have included all supporting documentation, especially the documentation that may be required to support the response to the evaluation criteria.

### 3. BRIEFING SESSION

N/A

### 4. RFQ EVALUATION METHOD

This RFQ will be evaluated as described in the table below.

Evaluation Method	<ol style="list-style-type: none"> <li>1. <b>Stage 1 – Administrative Responsiveness Evaluation</b> All the Quotations will be evaluated against the <b>Administrative responsiveness requirements</b> as set out in section 2 of the RFQ Data.</li> <li>2. <b>Stage 2 – Functional Evaluation Criteria</b> The proposals that COMPLY with the Mandatory evaluation criteria be evaluated against the Functional Criteria. Suppliers meeting the minimum requirement will be evaluated further.</li> <li>3. <b>Stage 3 – Price and Preference</b> Suppliers with the lowest Price offered will score the highest points. Only Suppliers that submit a valid B-BBEE Certificate can claim preference points in line with the 80/20  Suppliers with the highest number of points will be recommended for the award of this quotation, unless there are compelling and justifiable reasons not to do so.</li> </ol>
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## 5. Evaluation of Price and Preference

The Service Provider will be evaluated on a points system for Price and Preference as per Preferential Procurement Framework Act of 2000 (Act 5 of 2000).

## 6. TECHNICAL EVALUATION CRITERIA

### 6.1 Mandatory Evaluation Criteria (Stage 2)

MANDATORY ELIGIBILITY CRITERIA	Attach evidence and Link, reference page number in your proposal
<p>Submit a signed letter of commitment:</p> <ul style="list-style-type: none"> <li>• To meet the deadline of 30 September 2023</li> <li>• Listing and committing to the provision of a full team consisting of, but not limited to: Project Manager; Web Architect; Web Developer; Multi- Media Designer; Designer; Quality Assurance and testing specialists. Where one person is doing more than one portfolio, this must be clearly stated.</li> </ul>	<p>Signed Commitment letter on the company letterhead</p>

### RFQ Compulsory link

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_NDlyNTVhN2UtOTYxMi00YjNiLTlhMDgtOWE0Y2E1YTfkYzM2%40thread.v2/0?context=%7b%22id%22%3a%22a65a26c5-bb00-4fbd-8211-5240fbf61cc6%22%2c%22Oid%22%3a%228323351a-7c7b-437f-8b26-444f31aaf2b2%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDlyNTVhN2UtOTYxMi00YjNiLTlhMDgtOWE0Y2E1YTfkYzM2%40thread.v2/0?context=%7b%22id%22%3a%22a65a26c5-bb00-4fbd-8211-5240fbf61cc6%22%2c%22Oid%22%3a%228323351a-7c7b-437f-8b26-444f31aaf2b2%22%7d)

### 6.2 Functional / Quality criteria (if applicable)(Stage 3)

Functionality criteria	Proof Required	Points
<b>1. Company UI &amp; UX Web Design and Development Experience:</b>  Provide web links with reference letters from the previous clients (on a company letterhead) confirming responsive websites developed showcasing the company's UX & UI capabilities.  i) Less than 2 websites developed → 0 points ii) 2 to 3 websites developed → 5 points iii) 4 to 5 websites developed → 10 points iv) 6 or more websites developed → 20 points	<b>Provide web links with reference letters (on a company letterhead) confirming responsive websites developed showcasing the company's UX &amp; UI capabilities.</b>	20
<b>2. Content Management System:</b>  Provide contactable company references confirming that the service provider has used Drupal or WordPress Content Management System when developing their websites. No points will be allocated without reference letters  Web design experience in website development:  v) 0 to 1 Drupal or WordPress CMS websites developed, and contactable company references → 0 points vi) 2 to 3 Drupal or WordPress CMS websites developed, and contactable company references → 10 points vii) 4 or more Drupal or WordPress CMS websites developed, and contactable company references → 20 points	<b>Provide reference letters (on a company letterhead) confirming the use of Drupal or WordPress CMS</b>	20
<b>3. Project Plan:</b>  The service provider must provide a detailed project plan of how the Website design project will be implemented at Sentech.  The project plan must include the key milestones, activities and resources for each task.  i. The project plan has not been provided and no project timelines have been provided → 0 points ii. The project plan has been provided and the project will be delivered by 30 September 2023 → 15 points iii. The project plan has been provided and the project will be delivered in 1 week before 30 September 2023 → 20 points iv. The project plan has been provided and the project will be delivered 2 weeks before the 30 September 2023 → 30 points	<b>Submit detailed project plan with KEY MILESTONES, ACTIVITIES and RESOURCES for each task.</b>	30

<p><b>4. Resources:</b></p> <p>Provide a table listing all members of the team and /or resources that will be working on the SENTECH Website design project. The table must clearly depict role and the number of websites development project each resource has worked on.</p> <p><b>The team must have at least the following role-players:</b></p> <p>Project Manager; Web Architect; Web Developer; Web Designer; Quality Assurance and testing Specialists. Where one person is doing more than one portfolio, their experience in each must be clearly stated.</p> <ul style="list-style-type: none"> <li>i. One resource/ capability missing / no list of website projects done → 0 points</li> <li>ii. A table with all 5 required resources clearly stating the role and the number website projects done → 20 points</li> </ul>	<p><b>Detailed table listing individuals roles in the project and clearly depicting the number of websites development project worked on</b></p>	<p><b>20</b></p>
<p><b>5. Web/graphic Designer (Visual designer with UI and UX design experience):</b></p> <p>Provide detailed CV of the web designer that will be designing the SENTECH Website. The CV must clearly indicate the number of websites designed by individual and list the companies as well contactable references from those companies.</p> <ul style="list-style-type: none"> <li>i. Less than 4 websites designed → 0 points</li> <li>ii. 4 to 5 websites designed→ 10 points</li> <li>iii. 6 to 7 websites designed→ 20 points</li> <li>iv. More 8 than websites designed→ 30 points</li> </ul>	<p><b>Detailed CV clearly depicting the number of websites designed and companies, as well as contactable references</b></p>	<p><b>30</b></p>
<p><b>6. Web Developer:</b></p> <p>Provide detailed CV of the web developer that will be developing the SENTECH Website.</p> <p>NB: The CV must clearly indicate the number of websites developed by individual assigned to develop the Sentech website. The CV should also list the companies as well as contactable references from those companies.</p> <ul style="list-style-type: none"> <li>i. Less than 4 websites developed → 0 points</li> <li>ii. 4 to 5 websites developed→ 5 points</li> <li>iii. 6 to 7 websites developed → 10 points</li> <li>iv. More 8 than websites developed→ 20 points</li> </ul>	<p><b>Detailed CV clearly depicting the number and list of companies of websites developed/built as well as contactable references from those companies</b></p>	<p><b>20</b></p>

<p><b>7. Project Manager</b></p> <p>Submit a CV of the project manager with experience in managing website design projects as well as to handle and oversee the project.</p> <p><b>NB: The CV should clearly indicate the number of years in website design/development project management.</b></p> <ul style="list-style-type: none"> <li>i) Less than 3-year project management of website design experience → 0 points</li> <li>ii) 3 to 4 years project management of website design experience → 5 points</li> <li>iii) 5 to 7 years project management of website design/ experience → 10 points</li> <li>iv) More than 8 years project management of website design experience → 20 points</li> </ul>	<p><b>Submit a detailed CV clearly stating the web development/ design project management</b></p>	<p><b>20</b></p>
<p><b>8. Copywriter</b></p> <p>The copywriter must have knowledge in quality control: proofreading and editing, excellent writing communication skills and must be detail-orientated</p> <p>Submit a detailed CV containing the website copywriting experience and contactable references on a company letterhead confirming the website copywriting work done</p> <ul style="list-style-type: none"> <li>i) 1- 2 years' copywriting experience with experience in website content writing → 0 points</li> <li>ii) 3 - 4 years' copywriting experience with experience in website content writing → 5 points</li> <li>iii) 5 - 6 years' copywriting experience with experience in website content writing → 10 points</li> <li>iv) 7 years' copywriting experience with experience in website content writing → 20 points</li> </ul>	<p><b>Submit detailed CV with contactable references on a company letterhead</b></p>	<p><b>20</b></p>
<p><b>Total Points:</b></p>		<p><b>180</b></p>

**Minimum Score to Qualify for Further Evaluation is 100. Suppliers must score a positive score on each criterion.**

### 6.3 Technical Evaluation (Stage 4 )

	Item Description	Score	Comments	Proof required
1	N/A			
2				
2.1				
a				
c	Product warranty	2	Above 12year product (2); 10 - 11, year product (1,5); 5 -9 year product (0.1)	Attach spec sheet from Manufacturer
d	Output Performance warranty	2	Equal to or above 25 year perf. (2); 15 - 24 year perf. (1.5); 10 -14 year perf (0.1)	Attach spec sheet from Manufacturer
		10		
	Total score		The pass mark for further evaluation is 120 or more out of 170 points. Any points scored lower than the pass mark will the render the submission disqualified.	

\*Bidders must complete the two annexures attached with this document.(i.e. Annexure 1- Compulsory covering sheet and Annexure 2- Technical evaluation).

### 6.4 RISK ASSESSMENT (Stage 5)

N/A

### 6.5 Evaluation of Price and Preference (Stage 6)

This Bid will be evaluated on a points system based on weighted average score for Price and Preference as per Preferential Procurement Framework Act of 2000 (Act 5 of 2000).

7. The price / preference weighting applicable for RFQ are as follows:

Price / Preference	Points
Preference:	20
Price:	80
Total must equal:	100

8. Preference Point allocation – 80/20



Sentech's Specific goals emanate from the section 2(1)d of the Preferential Procurement Policy Act which may include contracting with persons or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender and disability. The Reconstruction and Development Programme as published in Government Gazette No 16085 dated 23 November 1994

Sentech will award preference points as follows:

Goal	Points	Evidence required
Historically disadvantaged by unfair discrimination on the basis of Race	10	A valid BBBEE Certificate showing at least 51% black ownership
Historically disadvantaged by unfair discrimination on the basis of Gender (women)	8	A valid BBBEE Certificate showing at least 30% women ownership
Historically disadvantaged by unfair discrimination on the basis of disability	2	A doctor's note confirming disability
<b>Total Points</b>	<b>20</b>	

**a. Price Calculation 80/20**

The following formula will be used to calculate the points for price.

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

Where:

$P_s$	=	Points scored for price of bid under consideration
$P_t$	=	Rand value of bid under consideration
$P_{min}$	=	Rand value of lowest acceptable bid

## Scoope of work

<b>Scope of Work:</b>	<p><b>SENTECH requires the development of a completely new website, temporary maintenance and training of staff on content updating and maintenance, for its corporate website.</b></p> <p>The successful contractor must ensure that the website is fully functional and accessible through the following devices, browsers and platforms:</p> <ul style="list-style-type: none"> <li>• IOS Devices, including iPad's</li> <li>• Android devices</li> <li>• Windows phones</li> <li>• Google Chrome</li> <li>• Microsoft Edge (and backwards compatibility to Internet Explorer 10 and 11)</li> <li>• Firefox</li> <li>• Safari</li> </ul> <p>The service provider is required to:</p> <ul style="list-style-type: none"> <li>• Develop a new website – including design and creating images</li> <li>• Website to go live on or before <b>30 September 2023</b></li> <li>• Provide monthly maintenance and support (update the website monthly, and/or as requested)</li> <li>• Provide ongoing training of staff for 6 months including but not limited to the following <ul style="list-style-type: none"> <li>- Content update</li> <li>- Redesign/update the menu tabs</li> <li>- Resizing and uniformity of board images</li> <li>- Editing pages/content</li> <li>- Creating PDF files and uploading them on the website</li> <li>- Uploading of tenders</li> </ul> </li> <li>• Bidder to provide detailed specification of the virtual training and cost for a team of about 10 people</li> </ul> <p>The focus is on functionality, visual appearance, and ease of navigation.</p> <p>The Development must include but not limited to:</p> <ul style="list-style-type: none"> <li>•UX &amp; UI Design of a responsive Website</li> <li>•Graphic designing</li> <li>•Design of new graphics</li> </ul>
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•Multi-media capabilities

•E-Commerce portal: The e-commerce platform must be user-friendly to facilitate transactions or purchases between customers/ prospects and Sentech. The essential consideration is that it should be possible to navigate the platform easily and complete transactions without difficulty. The platform should be secure, scalable, and configurable according to the business requirements. The e-commerce platform to be developed will have the following functionality:

- **User Registration:** Customers/ prospects can register on the platform with basic information using email and a password.
- **Product Listings:** All Sentech products to be listed on the platform. Products are categorized into different product categories/ portfolios.
- **Product Descriptions:** Brief information about the product is displayed with its pricing/ rates. Product descriptions should include images, product specifications, availability, pricing/ rates, and a "Add to Cart" button.
- **Shopping Cart:** A shopping cart mechanism to allow the customer/ prospect to add items to the cart for checkout while shopping. The cart should also display all prices and a "Proceed to checkout" button.
- **Payment System:** An online payment mechanism is provided to facilitate payment.
- **Order Fulfilment options:** A mechanism is provided to add fulfilment options to the cart and calculate order fulfilment/ installation costs.
- **Order Management / Workflow:** A system should allow customers/ prospects to track their online transactions electronically, and Sentech to manage purchase orders securely.
- **Proposal management:** A request for quote mechanism for customers/ prospects to interact with Sentech for contract purchases.

• E-Commerce Technical Requirements:

The following technical requirements must be factored for a successful implementation:

- Administrative needs: There should be an administrative mechanism to manage the products, customers, and orders.
- Security: The platform should be developed according to the latest technical standards to ensure the security of user data transmitted through HTTPS.
- Compatibility: The platform should be compatible with the latest technologies that include browsers, platforms, and mobile devices.
- Scalability: The platform should be scalable to allow the number of visitors and transactions to be handled with ease.
- Provide quotations, conduct credit vetting, be able to enter into legal contracts with customers, sign contracts digitally/ online and enable them to pay for services (pre-paid and post-paid) online.

•Search Engine Optimisation (service provider to ensure that the website is properly optimised for search)

•Mobile responsiveness

•Web traffic reports generation (generate analytics and reporting)

•Optimal viewing experience - easy reading and navigation

•Social Media Links

•Easy Refreshing/Synchronising between QA and Production websites.

•Scheduling of automatic publishing and archiving of content

•Scheduling of backups

•Upgrading to latest stable/supported content management release

•Update/create theme in line with corporate identity

•Improve navigation paths to make it easier for visitors to find content

•Video and animation on the sites

•Sourcing images

	<ul style="list-style-type: none"> <li>•Copyrights (SENTECH)</li> <li>•GIFs (graphical interchange formats), videos, and animations</li> <li>•Web maintenance and support</li> <li>•Updating website software as per best practice</li> <li>•Continuously improving website performance</li> <li>•Fixing website issues, investigation, resolution and implementation of fixes</li> <li>•Backing up website files</li> <li>•Ensuring website design consistency on the website</li> <li>•SEO health check</li> <li>•Technical SEO reports</li> <li>•Copywriting <ul style="list-style-type: none"> <li>- Writing content for the website</li> <li>- Spelling and grammar review of all content – current and to be written</li> <li>- Reviewing all documentation to be added to the website</li> </ul> </li> <li>•Surveys Platform</li> </ul> <p>The following are the modules for the website that are required:</p> <ul style="list-style-type: none"> <li>•Ability to integrate/publish Webcasts/ Multi-Media Streaming</li> <li>•YouTube</li> <li>•Facebook</li> <li>•Microsoft Teams</li> <li>•Microsoft Streams</li> <li>•Video</li> <li>•e-tender portal (integrate existing portal)</li> <li>•TenderBot (Supply Chain Chatbox)</li> <li>•Blogging</li> <li>•WebChat (chatbot)</li> <li>•Online Forms</li> <li>•Gallery</li> <li>•Events Calendar/Events Management</li> <li>•Resource Centre</li> </ul> <p><b>The website development service providers should provide:</b></p> <ul style="list-style-type: none"> <li>•At least 2 vision boards</li> <li>•Itemised costs</li> <li>•Enter into an SLA with SENTECH and undertake to provide a dedicated resource within the SLA parameters</li> </ul> <p><b>The service provider should cater for business analysis.</b></p> <p>The website to go live on or before <b>30 September 2023</b></p>
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	<p><b>NB: The Service Provider to submit a quotation including both the website development and maintenance. Failure to fully complete the pricing schedule will lead to a disqualification.</b></p>
<p><b>Terms and Conditions</b></p>	<ul style="list-style-type: none"> <li>• SENTECH reserves the right to             <ul style="list-style-type: none"> <li>○ Extend the closing date.</li> <li>○ Verify any information contained in a response.</li> <li>○ Request documentary proof</li> <li>○ Cancel or withdraw the requirement</li> <li>○ Extend the closing date.</li> <li>○ Verify any information contained in a response.</li> <li>○ Request documentary proof</li> <li>○ Cancel or withdraw the requirement</li> </ul> </li> <li>• Copyrights and ownership of the website shall belong to SENTECH</li> <li>• Communication will be limited to only those Service Providers who meets the requirements.</li> <li>• This request will be subject to the General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). The Special Conditions of Contract are supplementary to that of the General Conditions of Contract. Where, however, the SCC conflict with the GCC, the SCC shall prevail.</li> <li>• The successful Service Provider may only enter into a subcontracting arrangement with the approval of SENTECH. The successful Service Provider may not subcontract more than 30% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level of contributor than the Service Provider concerned, unless the contract is subcontracted to an EME that has the capability and ability to execute the subcontract.</li> <li>• SENTECH reserves the right to request a BBBEE transformation plan with clearly defined timelines and milestones if the recommended Service Provider does not meet SENTECH's transformation goals. These milestones must be achieved over the term of the contract. This transformation plan shall be submitted within 10 working days from the written request, failing which SENTECH reserves the right to withdraw its appointment of the preferred recommended Service Provider.</li> <li>• SENTECH shall have the right, at its sole and exclusive discretion, upon written notice to the Service Provider, to terminate this Agreement, in whole or in part should the Service Provider fail to perform any of its obligations or deliver any deliverable timeously or should SENTECH not be satisfied with the quality of any service/s in terms of this Agreement, to the satisfaction of SENTECH.</li> <li>• SENTECH shall furthermore have the right, as a result of such termination, to appoint a third party to perform the obligations of the Service Provider in terms of the Agreement and the Service Provider indemnifies SENTECH against all costs incurred by SENTECH in appointing such third party to fulfil the obligations of the Service Provider.</li> <li>• SENTECH shall have the right, at its sole and exclusive discretion, to terminate this Agreement, at any time, upon 30 (thirty) days' written notice to the Service Provider.</li> </ul>

	<ul style="list-style-type: none"> <li>• SENTECH reserves the right to conduct supplier due diligence at any time pre, during and post the contract period. This may include announced or unannounced site visits.</li> <li>• Key resource provided in response should be engaged in the project, should there be resource changes the resource levels must be equivalent to the resources in the proposal, with notice and acceptance by SENTECH be understood as special condition of contract.</li> <li>• Service Level Agreement will be signed with the successful Service Provider.</li> </ul>
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## PRICING

### Price List

**NB: The pricing template should be taken as a guide. The service provider may submit a pricing table covering the scope and the items listed below.**

[illegible]

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**NB: Bidders can add services and price not on the list above**