



THE PRESIDENCY
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE

SUPPLY CHAIN MANAGEMENT

SCMN 29/07/01R: APPOINTMENT OF A SERVICE PROVIDER FOR THE REDEVELOPMENT, DESIGN, LICENSING, HOSTING, SUPPORT AND MAINTENANCE OF THE COMMISSION'S WEBSITE FOR A PERIOD OF THREE (3) YEARS

1. PURPOSE

- 1.1 To appoint a qualified service provider to deliver a comprehensive, secure, and modern digital solution encompassing the redevelopment, design, licensing, hosting, support, and maintenance of the Commission's website for a fixed term of three (3) years.

2. BACKGROUND

- 2.1 The Commission requires a robust, secure, and professional digital presence to execute its mandate transparently and effectively. As the strategic dynamics and communication requirements of the public sector landscape evolve, transitioning from paper-heavy, manual presentation models to automated, streamlined, and highly accessible digital channels is critical.
- 2.2 To ensure optimal information dissemination, strict data integrity, and seamless accessibility for both internal and external stakeholders, the Commission is modernizing its website. The objective is to replace rigid or outdated configurations with an agile, open-source Content Management System (CMS) capable of handling regular updates, secure archiving, and rich media content, while fully aligning with State Information Technology Agency (SITA) and State Security Agency (SSA) security protocols.

3. SCOPE AND EXTENT OF THE PROJECT / KEY DELIVERABLES

The successful bidder will be required to provide the following services across the key areas specified below:

3.1 Scope of Website Development & CMS Functionality

- **Core Rebuild:** Rebuild and deploy the Commission's website as it exists at the moment, optimizing its foundational performance.

- **Open Source Framework:** Development must be carried out using secure, robust open-source software.
- **Content Management System (CMS):** Develop an intuitive CMS with full capability to update, add, delete, or modify sections and pages of the website.
- **Document & Media Management:**
 - Seamless uploading of PDF documents across designated areas.
 - Capability to upload images to any part of the site.
 - Dedicated video galleries, image galleries, and structured announcement sections.
- **System Flexibility & Expansion:**
 - Capability to expand content in any particular section effortlessly.
 - Ability to add entirely new website sections and customize CMS modules as and when required.
 - Ongoing development and implementation of new features during the contract lifecycle.
- **User Management & Workflow:**
 - Password-protected user roles with built-in content editor capabilities.
 - Structured publishing workflow allowing for draft versions and live content publishing.
 - Multi-user backend access, enabling remote access for designated Commission staff to update the platform securely.
- **Operational Capabilities:**
 - Training for Commission staff on the finalized CMS.
 - Delivery of ad-hoc development requirements.
 - Implementation of a robust and intelligent search facility alongside a comprehensive archive system.
 - Reliable functions to easily backup and move website files.
 - Integration of basic user data collection tools.
- **Standards & Quality Assurance:**
 - Ensure that existing Commission standards for the CMS are strictly maintained across all development phases.
 - Continuous quality assurance checks of any changes or patches applied to the CMS.
 - Regular assessments and formal recommendations for enhancements to the CMS.
 - Meticulous documentation of all CMS developments, backend code variations, and system changes.
 - Full database management.

3.2 Content & Front-End Visual Design Requirements

- **Visual-First Strategy:** The homepage must transition to a more picture-centric layout, featuring strong, impactful imagery.

- **Issues-Driven Setup:** Layouts must facilitate issues-driven content clusters, making statutory reports, recommendations, and public announcements prominently accessible.
- **Rich Media Integration:** Modern rendering for announcement blocks, video components, and image galleries.

3.3 Scope of Hosting Infrastructure

- **SITA Interface & Compliance:** Service providers must provide explicit, detailed documentation detailing exactly how the proposed hosting solution will interface, securely integrate, and work alongside SITA's existing IT infrastructure.
- **Security & Infrastructure Auditing:**
 - Provide a highly secure and reliable hosting environment.
 - Optimize server speed and network latency.
 - **Mandatory Security Clause:** Potential suppliers must make their infrastructure completely available for physical and digital inspection by the State Security Agency (SSA) and/or SITA for their security protocols to be formally assessed.

3.4 Scope of Maintenance, Support, and Integrity

- **Performance Monitoring:** Regularly assess the website's performance and perform all necessary maintenance tasks to ensure optimal speed and uptime.
- **Look and Feel Variations:** Maintain the structural flexibility to alter backend configurations, add/delete sections, and update the visual look and feel over time.
- **SITA Security Alignment:** Implement adequate security systems to protect the absolute integrity of the website, working closely within/existing SITA security frameworks.
- **Data Integrity:** Establish validation protocols to ensure only verified, high-quality, and authorized data is published. The website must remain seamlessly maintainable.
- **Technical Support:** Provision of dedicated support (telephonic) and 24/7 access to critical technical support lines.

4. OTHER CONSIDERATIONS & CRITICAL AUDIT REQUIREMENTS

4.1 Internal Client Needs

- High ease of use for administrative personnel.
- Maximum speed of content updates.
- Secure multi-user access controls.

4.2 External Client Needs

- Optimal site speed and responsive technology/themes to maximize mobile functionality.
- Cross-channel accessibility: seamlessly functional across multiple devices (laptops, tablets, mobile devices) and perfectly supportive of multiple browsers (Mozilla Firefox, Google Chrome, Microsoft Edge, etc.).
- Integrated capability to manage, track, and optimize traffic driven to the website from various social media platforms.

4.3 Mandatory Audit Trails

To maintain strict governance and public sector accountability, the system must **automatically**

keep an unalterable record of:

1. Who has captured or edited any form of content;
2. The exact date and timestamp on which the content was captured or edited; and
3. Who has formally approved the specific content for publishing, deletion, updating, or archiving.

5. DURATION OF CONTRACT

- The duration of the contract will be for the period of three (3) years.

6. REQUIREMENTS FOR THE PROJECT (Qualifications, Skills, and Experience)

6.1 Project Manager's experience: Project manager must demonstrate a minimum of 5 years' experience in project management for Information and Communications Technology (ICT) projects, specifically focusing on website development, maintenance, and relevant cloud architecture or Content Management System (CMS) platforms (e.g., Drupal, WordPress). (A detailed CV must be provided)

6.2 Project Manager's qualification: The project manager must demonstrate a minimum of National Diploma (NQF level 6) qualification or relevant qualification in one of the following: Information Technology/ Computer Science/ Software Engineering (Copy of qualification must be provided)

6.3 Bidder's experience and Track Record: The bidder must demonstrate a minimum of 5 years' experience in web development, secure hosting infrastructure management, and service level agreement (SLA) maintenance within the public sector or corporate environment. Reference letters on client letterheads (signed, dated, with contact details) for similar web projects completed must be provided.

6.4 Methodology: Bidders must attach a highly detailed project plan demonstrating milestones, phases, sprint plans, and testing schedules explicitly covering the scope of work.

6.5 Failure to meet the minimum required experience will result in the bidder being disqualified and not be considered further

7. SPECIAL CONDITIONS OF PROJECT/CONTRACT

- The successful bidder will be required to sign a standard Service Level Agreement (SLA) with The Presidency outlining the terms, conditions, and strict performance metrics.
- The Presidency reserves the right either to award the bid in full or in part, or not to award the bid at all.
- The pricing schedule (Annexure A) must be fully completed and attached.
- The Presidency undertakes to pay out in full within thirty (30) days after all valid claims for services rendered to its satisfaction upon presentation of a substantiated invoice, according to the payment schedule agreed upon in the contract.

- All assigned personnel assisting with this project must be South African nationals.

8. SECURITY REQUIREMENTS

The awarding of this bid is strictly subject to positive security screening and vetting of the company as well as all staff members deployed to the project. The security screening will be conducted in accordance with The Presidency's internal security policy and external SSA clearance mandates.

9. LEGISLATION APPLICABLE TO THE BID

Bids will be subject to the Supply Chain Management (SCM) conditions as follows:

- The Preferential Procurement Policy Framework Act, Act No. 05 of 2000.
- Preferential Procurement Regulations, 2022.
- The Public Finance Management Act, Act 1 of 1999 (PFMA).
- The Presidency Supply Chain Management Policy.

10. EVALUATION PROCESS

The evaluation process will follow a three (3) phase approach. All proposals received will be evaluated using the 80/20-point system prescribed in the Preferential Procurement Regulation, 2022:

10.1 FIRST PHASE: MANDATORY AND ADMINISTRATIVE COMPLIANCE

During this phase, screening will be conducted to ensure compliance with the mandatory submission of documents as listed below. **Bidders who have not complied with the mandatory submission of ALL the documents shall be disqualified at this phase of the evaluation and will not be considered in the next phase.**

Note that all the required documentation must be signed by a duly authorised representative, where a signature is required

10.1.1 MANDATORY REQUIREMENTS

- a) Partner Certification from Microsoft on MS Dynamics 365
- b) Completed and signed Price Schedule (VAT and all other applicable costs inclusive)

Only bidders who have met mandatory requirements will be considered for the next phase.

10.1.2 ADMINISTRATIVE COMPLIANCE

- a) Completed and signed Bidders' disclosure form (SBD 4)
- b) ID copies of employees to be assigned to this project. Assigned employees will be subjected to a security screening. ID copies of owner(s). Owners will be subjected to a security screening (If applicable)
- c) Copy of Bidder's company registration document with CIPC.
- d) Tax compliant status or SARS Tax pin of the Bidder.
- e) Copy of CSD or CSD registration number
- f) Any other administrative documents

The bidders who have not met the administrative compliance will be required to correct any omissions or error and/ or submit any outstanding information on documents within the reasonable stipulated period. failure to comply will result in disqualification.

10.2 SECOND PHASE: FUNCTIONAL/TECHNICAL EVALUATION

Only proposals that have met the criteria for mandatory compliance will qualify for this phase. During Second phase, the ability of the bidder to execute the project will be evaluated in two stages, according to criteria relevant to the bid.

10.2.1 STAGE 1: Desktop Evaluation

- **Qualifications and experience**
- **Strategic approach and methodology**

CRITERIA	SUB-CRITERIA	WEIGHT
Project Manager's experience	Project manager must demonstrate an experience in project management for Information and Communications Technology (ICT) projects, specifically focusing on website development, maintenance, and relevant cloud architecture or Content Management System (CMS) platforms (e.g., Drupal, WordPress). A detailed CV must be provided • Less than 5 years' experience = 0 points • 5-7 years' experience = 10 points • More than 7- 8 years' experience = 15 points • More than 8 years' experience = 20 points	20
Project Manager's qualification	The project manager must demonstrate a minimum of National Diploma (NQF level 6) qualification or relevant qualification in one of the following: Information Technology/ Computer Science/ Software Engineering (Copy of qualification must be provided) • Below a National diploma (NQF level 6) = 0 points • National Diploma (NQF level 6) = 5 points • Bachelor's degree or above = 10 points	10
Company Experience & Proven Track Record	The bidder must demonstrate an active experience in web development, secure hosting infrastructure management, and service level agreement (SLA) maintenance within the public sector or corporate environment. Reference letters on client letterheads (signed, dated, with contact details, date started and date ended) for similar web projects completed must be provided. • Less than 5 years' experience = 0 points • 5 – 6 years' experience = 10 points • More than 6 - 8 years' experience = 15 points	20

CRITERIA	SUB-CRITERIA	WEIGHT
	8 or more years of experience = 20 points	
Strategic approach and methodology	Project Implementation Plan & SLA Framework: The bidder must submit a comprehensive technical proposal addressing the following: - A development project plan (Gantt chart) outlining UI/UX design, migration, testing, and deployment phases. - A hosting framework detailing security protocols (SSL, firewalls, POPIA compliance, and automated backups). - A maintenance schedule detailing response times for bugs and critical patches. - No project plan /technical methodology or not satisfactory addresses above listed elements = 0 points - Satisfactory addresses only one of the above listed elements principle =10 Points - Satisfactory addresses two of the above listed elements principle =15 Points - Satisfactory addresses all the above listed element's principle =20 Points	20
Minimum threshold	Minimum threshold:	40
Total points		70

Only bidder(s) who scored 40 points out of 70 will be considered for stage 2.

10.2.2 STAGE 2: Presentation

#	TECHNICAL EVALUATION CRITERIA	SUB-CRITERIA	WEIGHT
1	The Bidder must demonstrate the prototype/mockup website as per scope of work:	- Demonstration which does not indicate how the system software will work = 0 points - Demonstration of application on how software will work as per scope of work = 30 points	30
Sub-Total			30
Minimum Threshold			30
Grand- Total			100

Only bidder(s) who scored 30 points out of 30 will be considered for stage 3.

10.3 PHASE 3 – PRICE AND SPECIFIC GOALS

The bid will be awarded to the bidder who scored the highest points in terms of Price and specific goals.

DESCRIPTION	POINTS
PRICE	80
SPECIFIC GOALS	20
TOTAL POINTS FOR PRICE AND SPECIFIC GOALS	100

Table 1: Specific goals for the tender and points claimed are indicated in 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.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Means of verification
Women ownership		10	CSD report
Youth ownership		7	CSD report
People with Disabilities		3	CSD report

NB: Formula for calculating number of points: Ownership percentage X number of points allocated /100

11. VALIDITY PERIOD

- The validity period of the Quotation is 90 days from the closing date.
- The Presidency may extend the validity period should the process not be completed within 90 days, and bidders will be consulted to extend the validity. Please note that non-response from the bidder will be regarded as consent to the extension of the validity period, and The Presidency will proceed with evaluating the proposal submitted by the closing date.

12. NON-COMPULSORY BRIEFING SESSION

- A non-compulsory briefing session will be conducted online via Microsoft teams as follows:

DATE: 02 September 2026
TIME: 10:00AM
VENUE: Microsoft Teams

Microsoft Teams meeting

Join: <https://teams.microsoft.com/meet/372029273649904?p=TEXoln1S0d8PC3tJaZ>

Meeting ID: 372 029 273 649 904

Passcode: Fq3kL7hd

13. ENQUIRIES

- All enquiries related to technical enquiries be directed in writing for attention to **Mr. Peter Makapan** at peterm@presidency.gov.za and **Ms Constance Masemola** at constance@presidency.gov.za for technical enquiries. The bid number should be mentioned in all correspondence.
- Any other enquiry related to bid process (SCM related enquiries) may be directed in writing for attention Quotesenquiries@presidency.gov.za

NB: All enquiries must be submitted latest by 07 September 2026 @10:00am

18. SUBMISSION OF PROPOSALS

Bidders must submit their proposals on the e-Tender Publication Portal. Any emailed or hand delivered proposals will not be accepted.

RFQ reference Number: **SCMN 29/07/01R**

Closing date: **08 September 2026@18:00pm.**



THE PRESIDENCY
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PRICING SCHEDULE

SCMN 29/07/01R: APPOINTMENT OF A SERVICE PROVIDER FOR THE REDEVELOPMENT, DESIGN, LICENSING, HOSTING, SUPPORT AND MAINTENANCE OF THE COMMISSION’S WEBSITE FOR A PERIOD OF THREE (3) YEARS

Description	Quantity	Unit price excl. VAT Year1	Unit price excl. VAT Year2	Unit price excl. VAT Year3	Total Cost excl. VAT Year (1-3)
Deliverable1: Core Website Design, Rebuild, and CMS Development	Once off	R			R
Deliverable 2: Secure Hosting Infrastructure Setup & Licensing Fees	Annual	R	R	R	R
Deliverable 3: Ongoing Support, Maintenance, SLA Services & Staff Training	Annual	R	R	R	R
Sub-total Excl. VAT					R
15% VAT					R
Grand- total Inc. VAT					R

The service provider must submit a firm, all-inclusive total price that remains fixed for the duration of the contract period (3 year-period)

All prices must be VAT inclusive.

Company's name :.....

SIGNATURE OF BIDDER :.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:.....
(Proof of authority must be submitted, e.g., company resolution)

DATE

