

SUPPLY CHAIN MANAGEMENT
ADDENDUM NO.1

SUBJECT: BID ERW2405/05: APPOINTMENT OF A SERVICE PROVIDER TO HOST & MAINTAIN ERWAT'S WEBSITE FOR THE PERIOD OF THIRTY-SIX (36) MONTHS.

DATE: 18 SEPTEMBER 2024

SUBMISSION DEADLINE: With tender submission

TIME: 12H00

Bidders' attention is drawn to the amendments made in the document. Please complete and acknowledge receipt of addendum and send to brenda.matlala@erwat.co.za and phumzile.mdlalose@erwat.co.za within 24 hours.

The following amendments are made in the tender document:

- Under Pricing Schedule, Page 20, items no (2) – The **eight (8) hours per month** have been removed from the description. See below updated Pricing Schedule table.

NB. All prices are fixed and VAT inclusive

All prices must provide for direct and indirect fees including contingencies, travel and labour costs.

No	Description	Unit of measure	Quantity	Rate (Vat Inclusive)
1.	Secure ERWAT Website hosting for three years period	Per Month	1	R
2.	Website Maintenance and Support for three years period	Per Month	1	R
3.	Website Migration and Testing inclusive of all direct and indirect costs	Once-Off	1	R
4.	Website Redesign inclusive of all direct and indirect costs	Per hour	1	R
5.	Graphic Design Services	Per Hour	1	R
6.	Web Designer Services	Per Hour	1	R
7.	Provisional Sum	Sum	1	R200 000.00

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NOTE TO BIDDERS:

1. Bidders must submit the support documents along with the bid document. Preferably have a separate file for support documents and include an index that details the location of each support document. ERWAT will not be held liable for any omissions including page omissions from the tender document.
2. The bid document should be sealed and deposited in the public tender box at our offices. No late submissions will be accepted.
3. Under Pricing Schedule, Page 20, items no (2) – The **eight (8) hours per month** have been removed from the description.
4. Under Page, 14 & 69 of 77, bullet point number: 1, under General requirements (*on the Bid Document*) – The highlighted sentence is not applicable to Web Design Services and should be ignored.

3.1. General requirements

- Hosting the ERWAT website locally in South Africa in a secure environment
- To install and renew Secured Socket Layer (SSL) certificates (To be provided by the service provider)
- To provide website maintenance. That is to ensure effective patch management is rolled out with little to no downtime.
To upgrade all website software components to the latest versions for example but not limited to PHP versions, SQL versions, HTML, Apache etc, or any other technology used.
- To ensure effective security mechanisms are implemented to deal with new vulnerabilities found in WordPress Content Management System (CMS)'s including but not limited to malware and bot attack prevention, website defacement and Distributed Denial of Service (DDOS) attacks.
- To provide daily backup of website which must be stored appropriately (Off-Site) for restore as and when required.
- To provide access to the cPanel (control panel) for website management. I.E That is for the service provider managing and maintaining the website.
- A staging environment to test updates and changes without affecting the live website.
- Ensure the website responsiveness using high performance enterprise web servers.
- Ensure website adaptability to mobile devices
- Hardware server optimization to ensure efficient operation of the website
- Redundancy must be provided in the event of any issues with current hosting services covering but not limited to disaster recovery.
- Sufficient disk space to facilitate growth of the website
- No traffic limit to and from the website
- Website SEO (Search Engine Optimisation) must continually be improved.
- Google Analytics including Google AdWords on ERWAT Website
- Ad-hoc change requests (add new functionality [including adding new plugins, new features], new pages, new graphics) to site must be included (6 hours pm – Carry over unused time)
- To provide training and support to ERWAT website administrators (those who upload and remove contents)
Request response times: 4 hours
- Incidents response times: 4 hours
- Resolution response times: 8 hours
- Website Uptime: 99%
- Website response times: < 200milliseconds

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5. Under Page, 15 of 77, under 3.7, under Web Design (*on the Bid Document*) – The highlighted wording changes to “Ad-hoc change requests (add new functions [including adding new plugins, new features], new pages, new graphics) to site”.

3.7. Web Design

The service provider will be responsible for making changes to the website on a regular basis.

- Ad-hoc change requests (add new functions [including adding new plugins, new features], new pages, new graphics) to site must be included eight (8) hours pm – Carry over unused time:

Page 15 of 77

6. Under Page, 71 of 77, under Web Design (*on the Bid Document*) – The highlighted wording changes to “Ad-hoc change requests (add new functions [including adding new plugins, new features], new pages, new graphics) to site”.

Web Design

The service provider will be responsible for making changes to the website on a regular basis.

- Ad-hoc change requests (add new functions [including adding new plugins, new features], new pages, new graphics) to site must be included (6 hours pm – Carry over unused time):

- Database development to be completed using MySQL latest version.
- Third Party Cascading Style Sheet (CSS) and Java Script (JS) script may be used utilized for several components in terms of design such as for sliders etc.
- Third Party Hypertext Markup Language (HTML) templates may be utilized for the new designs.
- Google Analytics and Google re-captcha will be permitted.

7. Under Page, 4 of 77, bullet point number: 5 under “Section2” The wording changes to “In the event of there being scratching out, writing over or painting out rates, or information, affecting the evaluation of the bid, without the authorised person signing or initialising next to the amended rates or information.
8. Under Page, 31 of 77, bullet point number: 14.4, the wording changes to “Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract? (this refers to all companies involved in, regardless of the commodity)
9. Current Website Setup Information as requested during briefing session:

9.1. Current Website Size: 20GB

9.2. Traffic\Bandwidth Information: 11.72GB (15.18% Utilization)

9.3. Security Requirements: Single Domain SSL Certificate (issued by the trusted authority)

9.4. Current Backup Schedule and Requirements: Full Daily Backup

9.5. Performance Optimization Tool Currently Used: Litespeed

9.6. Current Theme: Jupiter

9.7. Current Plugins: List of current Active and Inactive plugins will be shared with an email to all bidders who attended the briefing session, for security reasons

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10. Under Page, 18 of 77, under 7.1 FUNCTIONALITY EVALUATION, the table changes to below:

CRITERION	CRITERION DETAILS	POINTS	SCORE
EXPERIENCE IN HOSTING OR MAINTAINING OF CORPORATE WEBSITES	<p>Experience in Hosting or Maintaining of Corporate Websites activities contained in the reference letter.</p> <p>Bidders must provide a reference letter, or completion certificate.</p> <p>The reference letter or completion certificate must be on the clients' company letterhead. The reference letter must include bidders name, the contract number and description of services and years of service</p> <ul style="list-style-type: none"> No reference letter or completion certificate or uncontactable references or not relevant to this tender = 0 1 reference letter or completion certificate = 10 2 reference letters or completion certificates = 20 3 reference letters or completion certificates = 30 4 reference letters or completion certificates = 40 5 or more reference letters or completion certificates = 50 <p>N.B: ERWAT reserves the right to validate the references</p>	50	
QUALIFICATION Minimum (NQF 6) National Diploma in Information Technology (i.e. Computer Science, Informatics, or equivalent)	<p>Personnel's Qualification and Experience (Listed in CV) in Hosting or Maintaining of Corporate Websites</p> <p>Bidders must Attach the minimum applicable NQF6 Qualification required</p> <p>AND</p> <p>Attach a CV indicating below experience in the website hosting and maintaining corporate website</p> <ul style="list-style-type: none"> NQF 6 Qualification with 60 Months Experience and above = 50 Points NQF 6 or Higher Qualification with 48 to 59 Months Experience = 40 Points NQF 6 or Higher Qualification with 36 to 47 Months Experience = 30 Points NQF 6 or Higher Qualification with 24 to 35 Months Experience = 20 Points NQF 6 or Higher Qualification with 12 to 23 Months Experience = 10 Points NQF 6 or Higher Qualification with 0 to 11 Months Experience = 0 Points <p>Failure to attach both Qualification and the individual's CV will result in no points allocation</p>	50	
TOTAL	Bidder must score a minimum of 80 <u>points</u> to be considered for further evaluation	100	

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11. Under Page, 4 of 77, bullet point number: 5 under "Section2" The wording changes to "In the event of there being scratching out, writing over or painting out rates, or information, affecting the evaluation of the bid, without the authorised person signing or initialising next to the amended rates or information.
12. Under Page, 31 of 77, bullet point number: 14.4, **the wording changes to** "Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract? **(this refers to all companies involved in, regardless of the commodity)**
13. Current Website Setup Information as requested during briefing session:
 - 13.1. Current Website Size: 20GB
 - 13.2. Traffic\Bandwidth Information: 11.72GB (15.18% Utilization)
 - 13.3. Security Requirements: Single Domain SSL Certificate (issued by the trusted authority)
 - 13.4. Current Backup Schedule and Requirements: Full Daily Backup
 - 13.5. Performance Optimization Tool Currently Used: Litespeed
 - 13.6. Current Theme: Jupiter
 - 13.7. Current Plugins: List of current Active and Inactive plugins will be shared with an email to all bidders who attended the briefing session, for security reasons

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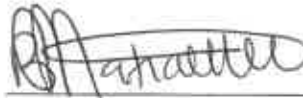
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Should you have any enquiries with this regards, please contact Ms. Brenda Matlala and Ms. Phumzile Mdlalose on brenda.matlala@erwat.co.za and phumzile.mdlalose@erwat.co.za (Supply Chain Management)

Yours sincerely,



Mr. Paseka Nku
ICT Administrator: ICT



Ms. Brenda Matlala
SCM Specialist: Tenders



Mr. Clifford Patel
ICT Manger – ICT



Mr. Victor Chivene
SCM Manager



Mr. Clifford Patel
Chairperson: BSC



Ms. Gratitude Ramphaka
CFO: Financial Services



Mr. Kennedy Chihota
Managing Director

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ACKNOWLEDGEMENT OF RECEIPT OF ADDENDUM

Details of bidding entity

Bidding entity:

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Representative's name and surname:

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Authorised signatory designation:

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Signature:

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Date:

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