

SECTION 2.1 SPECIFICATIONS

INTRODUCTION

The Explorer’s Garden Route (EGR), is the regional tourism brand for Hessequa, to promote and develop tourism in the region. In terms of the Tourism Act No.3 of 2014, Local Government is to promote tourism and to create an enabling environment for economic growth. The Hessequa Tourism website is a marketing tool which possesses the ability to promote the Hessequa area, its tourism offerings and development opportunities (investments) to the travelling community at large. The Hessequa Municipal website serves as an integral part of the Hessequa Municipal communication strategy as it facilitates access relevant information, serves as public participation tool and improves on the involvement of stakeholders and the general public in decision-making processes. In accordance with section 21 (a) of the Municipal Systems Act, all documents must be made available to the public. Section 21 (b) further states that each Municipality must establish and maintain its website. The Municipal Financial Management Act also states that the Municipality must publish financial documents including the adjustment budget, supply chain contracts and long-term rental contracts on its website (section 75).

BACKGROUND

The Tourism Section – as result of a public participation process and the compilation of a tourism strategy – in 2013/2014 changed its brand name to The Explorer’s Garden Route, with it a fitting new logo and brand identify. As a result, Hessequa Tourism procured the services of a service provider to development, maintain, host and load content to the website: www.explorersgardenroute.co.za. The Hessequa Tourism website should be hosted and maintained annually to be accessible and relevant to the modern traveller. The Hessequa Municipal website: www.hessequa.gov.za serves as an integral part of the Hessequa Municipal communication strategy as it facilitates access relevant information, serves as public participation tool and improves on the involvement of stakeholders and the general public in decision-making processes. In accordance with section 21 (a) of the Municipal Systems Act, all documents must be made available to the public. Section 21 (b) further states that each Municipality must establish and maintain its website. The Municipal Financial Management Act (MFMA) also states that the Municipality must publish financial documents including the adjustment budget, supply chain contracts and long-term rental contracts on its website (section 75).

SPECIFICATIONS	Comply Yes/No	Page to Reference
<p>1. SCOPE</p> <p>The scope of work should include the provisions (if necessary) of transferring the existing domain to a new hosting service, annual hosting, maintaining and updating the WordPress tourism website: www.explorersgardenroute.co.za , and Municipal website: www.hessequa.gov.za and hosting the tourism email address: info@explorersgardenroute.co.za for 36 months. The maintenance should include, but not be limited to ad-hoc website content updates, search engine optimisation, google key words and systems diagnostics to determine the optimal operations of the websites. The hosting package should include: unlimited traffic; 50GB disk space; webmail enabled (tourism only); PHP 8 or similar, daily back-ups and daily technical support between 07h45 and 16h30 and after-hour support if and when needed, which includes weekends. This should be done in consultation with Hessequa Development Planning and the Hessequa Corporate Services. The website hosting and maintenance service is to be provided for a 3-year period from commencement date. The service provider is to provide an outline of methodology and work plan identifying key steps/activities to achieve project outputs and an outline of reporting schedule on deliverables, timeframe and budget.</p>		

Initials of Service Provider’s Authority:

	Comply Yes/No	Page to Reference
<p>2. Main Goals:</p> <ul style="list-style-type: none"> • General maintenance of the tourism website (www.explorersgardenroute.co.za), Hessequa Municipal website (www.hessequa.gov.za) and tourism email address: info@explorersgardenroute.co.za for three (3) hours per month for 36 months • Annual hosting of the tourism website: www.explorersgardenroute.co.za and Municipal website: www.hessequa.gov.za • Ad-hoc content loading • Search engine optimisation • Weekly systems diagnostics / health check / updates • Website security check • Webmail hosting and monitoring for info@explorersgardenroute.co.za • Unlimited traffic for both websites and webmail • Quarterly service and performance review meetings via virtual sittings, with one session per annum being in person at a Municipal venue in Riversdale, where the service provider, provide an outline of methodology and work plan identifying key steps/activities to achieve project outputs and provide an outline of reporting schedule on deliverables, timeframe and budget. • Daily technical support • Daily back-up of both websites • Must be able to upgrade disk space when/if needed • Secure Sockets Layer (SSL) Certificates • Ad-hoc website training for all end-users • POPI Act compliance for the Municipal and Tourism website 		
<p>3. Usability</p> <ul style="list-style-type: none"> • Desktop • Laptop • Mobile • Tablet 		
<p>4. STATEMENT OF REQUIREMENTS:</p> <p>a) GENERAL</p> <p>A list of tasks related to the service. The scope of work should incorporate the following:</p> <ul style="list-style-type: none"> • General maintenance of the tourism website (www.explorersgardenroute.co.za), Hessequa Municipal website (www.hessequa.gov.za) and tourism email address: info@explorersgardenroute.co.za for three (3) hours per month for 36 months. The unused hours must be rolled-over to the following month(s). • Annual hosting of the tourism website: www.explorersgardenroute.co.za and Municipal website: www.hessequa.gov.za • The Municipal financial system and technology is Microsoft SQL driven and the Service Provider must ensure their solutions are compliant with Microsoft SQL to ensure that 		

	Comply Yes/No	Page to Reference
<ul style="list-style-type: none"> • future system upgrades and free account viewing programmes, including installation and coding is provisioned for within the maintenance hours. • Ad-hoc content loading • Plugin support, compatibility, renewal and installation for existing programmes for SP DM Pro, Elementor Pro, MEC Pro & Addons, Geo Directory & Addons, Newsletter Pro and WP Mail SMTP Pro and Google Analytics starting on date of appointment. • Search engine optimisation • Weekly systems diagnostics / health check/ upgrades to ensure the Content Management System (CMS) remains up to date, stable and secure. • Website security • Webmail hosting for info@explorersgardenroute.co.za • Unlimited traffic for both websites and webmail • Quarterly service and performance review meetings via virtual sittings, with one session per annum being in person at a Municipal venue in Riversdale, where the service provider, provide an outline of methodology and work plan identifying key steps/activities to achieve project outputs and provide an outline of reporting schedule on deliverables, timeframe and budget. • Daily technical support • Daily back-up of both websites • The Service Provider must have their own Disaster Recovery process to ensure Hessequa Municipality website business continuity. • Must be able to upgrade disk space when/if needed • Secure Sockets Layer (SSL) Certificates • Ad-hoc website training for all end-users • The Service Provider must provide the capability for Hessequa Municipality to have access to the website, to be able to perform functions such as assigning user rights on the web solution. (Doer, Authoriser, Publisher, etc.) • All changes to be managed by the approved Hessequa Municipality change control process • Hessequa Municipality should be able to assign roles and responsibility to Municipal staff, to load website content and work on the front- and back office. <p>POPI Act compliance for the Municipal and Tourism website</p>		
<p>b) SERVICE MANAGEMENT</p> <p>Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.</p>		
<p>c) SERVICE AVAILABILITY</p> <p>Coverage parameters specific to the service(s) covered are as follows: Telephone support: 07h45 to 16h30, Monday – Friday After-hour support from 16h30 – 07h45 Monday – Friday After-hour support from 00h00 – 00h00 Saturday - Sunday E-mail support: Monitored 07h45 to 16h30, Monday – Friday</p>		

Initials of Service Provider's Authority:

	Comply Yes/No	Page to Reference
<p>After-hour e-mail support 16h30 – 07h45 Monday – Friday After-hour e-mail support from 00h00 – 00h00 Saturday - Sunday Remote assistance using remote desktop and Virtual Private Network (VPN)</p>		
<p>d) SERVICE REQUESTS</p> <p>The successful Service Provider must respond and resolve technical and service-related incidents and/or requests submitted by the Customer within the following time frames:</p> <ul style="list-style-type: none"> • 0 - 2 hours response time and 2 – 4 hours resolve time for issues classified as high priority • 2 – 4 hours response time and 4 – 10 hours resolve time for issues classified as medium priority • 6 – 8 hours response time and 1 - 3 working days resolve time for issues classified as low priority • Remote assistance and after-hour support required in-line with the above time-scales dependent on the priority of the support requested 		
<p>e) SERVICE LEVEL AGREEMENT</p> <p>A Service Level Agreement (SLA) will be entered into by the Municipality and tenderer for a period of 3 years and shall stipulate issues such as:</p> <ul style="list-style-type: none"> • Availability, up- and downtimes and reliability • Level of support and response times • In-hand training • Exit and termination conditions • Insurance hardware, software and communications • The tenderer shall list the following components and give a detailed specification thereof in order to enable a fair comparison of tenders offered: <ul style="list-style-type: none"> a) Support; and b) Training <p>The successful bidder shall be required to be available to action emergency change and/or updated beyond normal working hours.</p>		
<p>F) COMPANY PROFILE</p> <p>A company profile needs to be submitted containing accurate information on:</p> <ul style="list-style-type: none"> • Relevant knowledge and experience in web development, content writing, coding (including HTML and CSS), user experience, user interface, front-end web programming skills (including WordPress, Java, Plugins and animations), back-end web programming skills (including Java and PHP), website maintenance and hosting. • Certified relevant qualifications in web development; information science; information technology; coding; computing; user experience (UX); user interface (UI), WordPress and web design. 		

	Comply Yes/No	Page to Reference
<ul style="list-style-type: none"> • A proven record of web development, web maintenance, website hosting and WordPress together with the necessary software and hardware infrastructure to assist remotely and via telephone or desktop. This includes examples of previous projects. • Attachment of five (5) letters of recommendations from previous contracts / clients related to web development, web maintenance, website hosting, WordPress proficiency and website project management. <p>The company profile must be of a good packaging, binding, spelling, grammar, and presentation.</p>		

Failure to indicate compliance to specifications, provide the information or adhere to the conditions as stated above, may result in your tender being declared non-responsive.

DECLARATION,

I, THE UNDERSIGNED (NAME)
 CERTIFY THAT THE INFORMATION FURNISHED ABOVE IS CORRECT. I ACCEPT THAT THE MUNICIPALITY
 MAY ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

AUTHORISED SIGNATURE:

NAME:

CAPACITY:DATE:

Initials of Service Provider's Authority: