



SOUTH AFRICAN HERITAGE RESOURCES AGENCY

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## SCM TERMS OF REFERENCE

RFQ SAHRA 16/2025 - APPOINTMENT OF A SUITABLY QUALIFIED SERVICE PROVIDER TO DELIVER PLATFORM AS A SERVICE FOR SAHRA WORDPRESS WEBSITE, MIGRATION, HOSTING, SUPPORT AND MAINTENANCE.



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## SCM TERMS OF REFERENCE

### 1. PURPOSE

The purpose of this tender is finding a suitably qualified service provider to deliver Platform as a Service for SAHRA's WordPress Website, Migration, Hosting, Support and Maintenance.

### 2. BACKGROUND

SAHRA currently is hosting their WordPress website internally on a Windows Server, this solution is no longer sufficient and SAHRA now requires moving the website to ensure the platform and hosting infrastructure is managed and updated as required.

The South African Heritage Resources Agency (SAHRA) seeks to migrate its existing WordPress website from internal hosting (Windows Server) to a secure, high-performance external hosting provider. The selected service provider will also be responsible for ongoing support, maintenance, and security of the website.

### 3. OBJECTIVES:

- Migrate the current WordPress website to an external hosting environment.
- Upgrade the website environment to the latest stable and secure versions.
- Ensure high availability, security, and performance.
- Provide ongoing technical support and maintenance.

### 4. SCOPE AND SERVICES REQUIRED

#### 4.1 The following are required from a potential service provider:

##### 4.1.1 Environment Upgrade & Dependency Management

- Clone the existing production site for staging and validation.
- Upgrade WordPress core to latest LTS (Long Term Support) version, PHP (8.2+), and MySQL/MariaDB (10.4+).
- Replace deprecated plugins and replace them with modern equivalents if required.
  - **Purchase and Installation:**
    - Install a premium security plugin (e.g., Wordfence Pro or iThemes Security Pro).
    - Provision for up to 3 premium plugins (Based on functional gaps and SAHRA needs).



- **Validation:**

- Ensure no conflicts of plugins in staging environment (Testing)
- Ensure Security settings are correct post-upgrade.

#### 4.1.2 **Website Migration & Hosting:**

- Host the website in a South African data centre (e.g., xneelo, CloudAfrica, or Afrihost Cloud or similar).
- Provide 500GB SSD storage, public IP, and DNS configuration.
- Ensure features like unlimited bandwidth, Firewall, DDoS protection layer, and 99.9% uptime SLA.
- Daily backups scheduler (SAHRA currently uses Veeam Backup and Replication, this will be handled by SAHRA with assistance from the appointed service provider.

#### 4.1.3 **SSL, SMTP & Security**

- Acquire, Install, configure SSL, and auto renew SLL (Let's Encrypt Premium or commercial SSL).
- Configure transactional SMTP (e.g., Sendinblue, Mailgun, or local relay, or similar service/plugin).
- Apply email authentication with SPF, DKIM, and DMARC via DNS.
- Testing of password resets, contact forms, and alert notifications.
- Activate premium security plugin (e.g., Wordfence or similar)
  - Real-time firewall
  - Brute force protection
  - Malware scanning
  - Configure Login 2FA for admin users
- Implement security hardening on file permissions (e.g., wp-config.php, .htaccess).
- Disable XML-RPC and limit REST API exposure

#### 4.1.4 **User Management and Customization of Roles**

- Define and implement custom user roles as per SAHRA requirements
- Apply role restrictions using a plugin (e., Members or User Role Editor Pro or similar).
- Provide training for admin users on role management and user permissions.
- Enable audit logging for admin activity.

#### 4.1.5 **Monitoring and Reporting**

- Implement uptime and server monitoring tools, uptime robot / pingdom for external uptime monitoring.
- Server-level monitoring (CPU, memory, disk via hosting provider)
- Provide monthly pdf reports on uptime, support hours used, summary of work performed, time consumed per item, hours remaining for the month, and security incidents.

#### 4.1.6 **Support & Maintenance**

- Provide monthly maintenance and support services (10 Hours per month (Monthly billed hours report and report should also reflect the remaining hours)
- Offer ad-hoc development support on an hourly basis. (Please specify hourly rate)

### 5. **DELIVERABLES**

- Fully migrated and operational website on external hosting.
- Monthly maintenance and monitoring reports.
- Documentation of configurations and user training materials.

### 6. **DURATION**

- Contract period of 36 months.

#### **For noting:**

- Please note there are no redesign or custom developments required.
- SAHRA will provide access to the current hosting environment.
- DNS management will be handled by our current service provider

### 7. **TERMS AND CONDITIONS OF PROPOSALS**

7.1 All costs and expenses incurred by potential service providers relating to their project proposal will be borne by each respective service provider. SAHRA is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.

7.2 While SAHRA endeavors to ensure that all information provided to all potential service providers is accurate, it makes no warranty as to the accuracy or completeness of any information provided by it.

- 7.3 SAHRA reserves the right to waive deficiencies in project proposals. The decision as to whether a deficiency will be waived or will require the rejection of a project proposal will be solely within the discretion of SAHRA.
- 7.4 SAHRA reserves the right to request new or additional information regarding each service provider and any individual or other persons associated with its project proposal.
- 7.5 SAHRA reserves the right not to make any appointment from the proposals submitted.
- 7.6 Service providers shall not make available or disclose details pertaining to their project proposal with anyone not specifically involved, unless authorized to do so by SAHRA.
- 7.7 Service providers shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.
- 7.8 Service providers are required to declare any conflict of interest they may have in the transaction for which the tender is submitted or any potential conflict of interest. SAHRA reserves the right not to consider further any proposal where such a conflict of interest exists or where such potential conflict of interest may arise.
- 7.9 Any and all project proposals shall become the property of SAHRA and shall not be returned.
- 7.10 The proposals should be valid and open for acceptance by SAHRA for a period of 90 days from the date of submission.
- 7.11 Service providers are advised that submission of a project proposal gives rise to no contractual obligations on the part of SAHRA.
- 7.12 SAHRA reserves the right not to accept any proposal which does not comply with the TERMS OF REFERENCE and conditions set out in the proposal documents.
- 7.13 SAHRA reserves the right not to award, or not award the proposal to the service provider that scores the highest points.
- 7.14 Disputes that may arise between SAHRA and a service provider must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.
- 7.15 All returnable proposal documents must be completed in full and submitted together with the service provider's quote and a sample annual report book.
- 7.16 All goods/service or products to be supplied to SAHRA shall be in full compliance with South African approved standards and in compliance to the specifications provided.



7.17 It is the conditions of this RFQ that a quotation is submitted together with the following completed forms; **kindly submit fully completed Bid Documents**

- a) SBD 1 Invitation Bid
- b) Tax Compliance Status Pin
- c) SBD 3.1 Pricing Schedule
- d) SBD 4 Declaration of Interests form
- e) SBD 6.1 Preference points claim form (valid BBBEE certificate must be submitted together with this completed document.
- f) SBD 7 Contract form
- g) Registration with National Treasury Central Supplier Database (submit CSD report)

**NB: Failure to submit original completed returnable forms as mentioned above will automatically disqualify your quotation. Please ensure that you submit an original valid tax clearance certificate.**

SAHRA reserves the right to revise any aspect of these timeframes at any stage, and to amend the process at any stage.

## 8. EVALUATION CRITERIA

8.1 All proposal offers received shall be evaluated based on the following phase out approach:

**Phase one:** Compliance to the terms of reference and conditions of the proposal. Failure to meet any of the conditions of the proposal will automatically disqualify your proposal on this phase.

**Phase Two:** Functionality criteria (Obtaining the minimum threshold for functionality as set out below) This scoring matrix will be used to evaluate proposals for the migration, hosting, support, and maintenance of the SAHRA WordPress website. Each criterion is weighted according to its importance, and specific requirements and verification methods are provided.





Evaluation Criteria	Weighting (%)	Specific Requirements	Verification Methods
<b>Technical Capability and Experience</b>	50	Demonstrated experience in WordPress website migration, hosting, and maintenance. Experience with PHP, MySQL/MariaDB, Linux hosting environments, and security hardening.	Submit a portfolio of at least 3 similar projects completed in the last 3 years. Provide client references with contact details.
		Familiarity with premium plugins (e.g., Wordfence, SMTP tools).	
<b>Local Hosting Infrastructure and Compliance</b>	25	Hosting must be within South Africa. Must include features like SSD storage, DDoS protection, daily backups, and 99.9% uptime SLA.	Provide proof of data center location (e.g., hosting provider SLA or contract). Submit technical specifications of the hosting environment.
<b>Support and Maintenance Plan</b>	25	Clear plan for monthly maintenance, updates, and support. Defined response times and escalation procedures. Availability of ad-hoc development support.	Submit a sample Service Level Agreement (SLA). Provide a monthly reporting template. Describe the support ticketing or communication system.

**A bidder must obtain a minimum of 60 points on the prequalification phase in order to progress to the next phase. Failure to obtain 60 points will render your proposal non-responsive.**



- **Phase Three:** Preference points on Specific Goals as follows;

Preference Point System	Points
<b>Price</b>	<b>80</b>
<b>Special Goals</b>	<b>20</b>
Black owned company	8
Women	4
Youth	5
Disability	3
<b>TOTAL</b>	<b>100</b>

## 8.2 Price (Vat included)

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive of VAT. The service provider with the lowest price shall score the maximum 80 points.

## 9. SUBMISSION OF QUOTATIONS

Project proposals must be submitted via e-mail to [tenderinfo@sahra.org.za](mailto:tenderinfo@sahra.org.za) for the attention of the Supply Chain Management Unit - **Quote No: RFQ SAHRA 16/2025**

It remains the onus of the service provider to ensure that their quote reaches the SAHRA mailbox no later than the closing date and time. The closing date is **04 July 2025 at 11:00 am**. No late quotes will be accepted.

## 10. ENQUIRIES

**For Supply Chain Management information, please contact:**

Mr. Sboniso Mthembu

Acting Manager Supply Chain Management

Tel: 021 462 4502

Email: [smthembu@sahra.org.za](mailto:smthembu@sahra.org.za)

**For Technical information, please contact:**

Mr. Yazeed Sadien or Mr. Stephen Müller

Manager: Heritage Promotion and Communication or Acting ICT Manager

Tel: 021 462 4502

Email: [ysadien@sahra.org.za](mailto:ysadien@sahra.org.za) or [smuller@sahra.org.za](mailto:smuller@sahra.org.za)