



## **SUPPLY CHAIN MANAGEMENT UNIT**

### **ADVERTISEMENT**

**QUOTATION NO: 68/25/26**

#### **PROVISION OF SECURE, HIGH-AVAILABILITY WEBSITE HOSTING**

Mandeni Municipality hereby invites suitably qualified and experienced service providers to submit a Request for Quotation (RFQ) for the provision of secure, high-availability website hosting services for the official municipal website:

<https://mandeni.gov.za/>

<b>Item</b>	<b>Specification</b>	<b>Quantity</b>
	Municipal Website hosting	6 Months

#### **1. Terms of Reference**

The appointed service provider will be required to supply, configure, and manage a secure web hosting environment with sufficient performance, reliability, and security to support a Mandeni municipality website.

#### **2. Hosting and Performance Requirements**

The quotation must include the following high-level hosting specifications:

- High-performance hosting environment (cloud or dedicated infrastructure preferred)
- Adequate bandwidth to support high public traffic volumes without degradation of performance
- Guaranteed uptime of 99.9% or higher
- Scalable resources to accommodate future growth
- Hosting within reputable, secure data centres

#### **3. Security Requirements**

The hosting solution must include comprehensive security controls, including but not limited to:

- SSL/TLS certificate (minimum TLS 1.2, TLS 1.3 preferred), including installation and renewal
- Secure HTTP security headers, including:
  - Content-Security-Policy (CSP)
  - Strict-Transport-Security (HSTS)
  - X-Frame-Options
  - X-Content-Type-Options
  - Referrer-Policy

Executive Committee

Cllr. TP Mdlalose (Mayor) | Cllr. BL Magwaza (Deputy Mayor) | Cllr. PM Sishi (Speaker) | Ex Officio Mr S Khuzwayo (Municipal Manager)  
Cllr. SZ Mdletshe | Cllr. ST Magwaza | Cllr. M. Shelembe | Cllr. BA Mchunu | Cllr. SC Mdletshe

- Web Application Firewall (WAF)
- DDoS protection
- Server hardening in line with industry best practices
- Secure file permissions and access controls
- Malware detection and prevention
- Regular security patching and updates of server software

#### 4. Vulnerability Prevention and Compliance

The service provider must demonstrate measures to prevent and mitigate vulnerabilities, including:

- Regular vulnerability scanning and remediation
- Protection against common web vulnerabilities (e.g. OWASP Top 10)
- Secure configuration of web server, database server, and operating system
- Isolation of the hosting environment to prevent cross-site contamination
- Logging and monitoring of suspicious or malicious activities

#### 5. Backup and Disaster Recovery

The quotation must include:

- Daily automated backups of website files and databases
- Secure off-site backup storage
- Defined Recovery Time Objective (RTO) and Recovery Point Objective (RPO)
- Regular verification and testing of backup integrity
- Ability to restore the website within agreed timeframes

#### 6. Monitoring and Reporting

The hosting service must include:

- 24/7 uptime, performance, and availability monitoring
- Continuous security monitoring and alerting
- Monthly monitoring and security reports, including:
  - Website uptime statistics
  - Bandwidth usage
  - Security incidents and mitigation actions
  - Backup status and success rates
  - Recommendations for security or performance improvements

#### 7. Support and Maintenance

Service providers must include details of:

- Technical support availability business hours
- Incident response and resolution times
- Escalation procedures
- Service Level Agreements (SLAs)
- Planned maintenance and update schedules

  

- Maintenance shall include:

- Regular **software, CMS (Uploading of information in correct location/s), theme, and plugin updates**
- **Security monitoring**, patching, and vulnerability mitigation
- **Daily or scheduled backups** with defined retention periods
- **Performance monitoring and optimization**
- **Error monitoring** and resolution of hosting-related issues
- Critical issues affecting availability or security must be addressed within a defined **SLA response time**.
- Maintenance activities must not cause unplanned downtime; scheduled maintenance must be communicated in advance.
- The provider shall offer **technical support** during agreed business hours.

## 8. Evaluation Criteria

Service providers must provide verifiable proof of experience within the same or similar industry, preferably within the public sector, government, or municipal environment, qualification of technician and proposed methodology. This must be included on your document:

CRITERIA	SCORING
<b>FUNCTIONALITY</b>	<b>100</b>
<b>Experience in terms of number of similar projects performed by the company</b> <ul style="list-style-type: none"> <li>• One to two similar Projects = 10 points</li> <li>• Three to Four similar projects =25 points</li> <li>• Above Four similar Projects and above =40</li> </ul>	<b>40</b>
<b>Expertise</b> <ul style="list-style-type: none"> <li>• Team Leader/Project Manager with a JavaScript, PHP, CSS and HTML certificates, with a minimum of NQF level 6 on Web development or juniors' degree qualification. <ul style="list-style-type: none"> <li>✓ Two to five years of experience = 10</li> <li>✓ Five (05) to ten (10) years of experience =15</li> <li>✓ More than ten (10) years of experience = 20</li> </ul> </li> </ul>	<b>20</b>
<b>Proposed measures to prevent and mitigate vulnerabilities</b> <ul style="list-style-type: none"> <li>• <b>Proposed measures to prevent and mitigate vulnerabilities</b></li> <li>• Comprehensive Measures = 20</li> <li>• Moderate Measures = 15</li> <li>• Poor Measures = 05</li> </ul> <p>Proof of dedicated hosting and reputable data center</p> <p>Proof of Backup and restoration system (e.g. Veeam, Acronis, etc.)</p> <p>POPI-aware hosting policy</p>	<b>20</b>
<b>The bidder must score a minimum of 55 point to qualify to be further evaluated.</b>	

**Quotations will be evaluated and adjudicated according to the following criteria:**

The following PPPFA Regulations 2022 Specific Goals are applicable for 80/20 evaluation criteria:

Specific Goal	Maximum Allocated Points	Verification document

Enterprise Located within the Mandeni Municipality	5	CIPC registration documents
Enterprise 100% owned by person living with disability	4	Medical certificate
EME or QSE which is at least 100% owned by black people	4	ID Copy of directors and CSD
Enterprise 100% owned by Women	4	ID Copy of directors and CSD
Enterprise 100% owned by Youth	3	ID Copy of directors and CSD

- Supplier must be registered on the National Treasury's Central Supplier Database (CSD) and provide a proof of registration. The information recorded on your CSD report will be used to verify the following information: tax compliance status; company registration details; banking details; identity numbers of directors and employees in the service of the state
- Council's Supply Chain Management Policy.
- Quotation must be submitted on the official letterhead of your business and be valid for the period of 30 days. If quotations are called for number of items, unit price per item must be stated and total amount. No quotations will be considered from persons in the services of any organ of the state.
- Service providers to complete in fully all relevant MBD's (1,4,8,9)
- Company registration document with CIPC.
- 55 points of evaluation matrix
- A copy of the most recent municipal account in which the business is registered. District municipality (water) and Local municipality (rates, electricity and other) or if the bidder is a tenant, then a full lease agreement and a certificate from landlord indicating that the levies are not in arrears or a proof of residence and affidavit stating that the ward in which business is registered is exempted from paying rates, electricity and water. Submit for both bidder and director. Failure to attach will lead to disqualification.
- All prospective tenderers will be screened in accordance with the National Treasury's Defaulters Database.
- Non-compliance with the above-mentioned criteria will lead to disqualification.

Quotations are to be completed in accordance with the Specification and must be sealed in an envelope and marked "**PROVISION OF SECURE, HIGH-AVAILABILITY WEBSITE HOSTING 2026: .68/25/26**" and must be deposited in the Bid Box situated at the **reception: Civic Centre, 2 Kingfisher Road, Mandeni** not later than **12H00, Friday, the 30<sup>th</sup> of January 2026**. **Late and verbal quotations will under no circumstances be considered.** The Mandeni Municipality does not bind itself to accepting the lowest, or any tender, either wholly or in part or give any reason for such action. Technical enquiries relating may be directed to Phumlani Ntanzi and SCM enquiries must be directed to Lungisani Nduli (lungisanin@mandeni.gov.za) on 032-456 8200.

  
**MR. S.G. KNUZWAYO**  
**MUNICIPAL MANAGER**

Date: 23/01/2026