



TERMS OF REFERENCE

RE-BRANDING AND HOSTING OF THE SABFS WEBSITE

Reference Number: SABFS016/2023

Advertisement Date: 30 August 2023

Closing Date: 11 September 2023

Closing Time: 17:00

Tender Type: Public

1. BACKGROUND

The South African Board for Sheriffs (“SABFS”) is a statutory regulatory body established in terms of the Sheriffs Act 90 of 1986. The SABFS’ objectives are the maintenance of the esteem, the enhancement of the status of sheriffs, and the improvement of the standard of training and functions performed by sheriffs.

The core objectives of the SABFS are to:

- Liaise with the sheriffs and relevant stakeholders;
- To monitor the conduct of sheriffs;
- Promote the sheriff’s profession; and
- To provide overall Policy directives.

2. OBJECTIVES

The South African Board for Sheriffs is looking for a qualified and experienced service provider with the capacity to provide re-branding, hosting, and monthly maintenance of our website. This should be done in line with the below scope of work and be done to achieve the vision and strategic plans of the SABFS as noted below:

“A sound regulatory body that is actively working towards a modernised, sustainable and ethical sheriffs’ profession that enables access to justice in South Africa.”

3. SCOPE OF WORK

The service provider should have full capacity and proven experience in delivering the below items. The monthly maintenance and hosting will run for a fixed two (2) year period.

3.1. DELIVERABLES

3.1.1. The service provider’s responsibility in relation to the current website:

- a. The SABFS requires a provider to re-brand our website using our newly launched Seal / Logo and CI colours. The site will not be a new build but a revamping of an already existing website, www.sheriffs.org.za.
- b. The current content should be retained and may revised to remain relevant.
- c. Certain functions could be added or deleted to make the site more user-friendly.
- d. The key function of the site “Locate A Sheriff” requires attention, since it does not always deliver the standard of service expected by our stakeholders. This function is linked to Google Maps.
- e. **Plugins:**
 - i. Redevelop the website with minimal plugin usage. The current website has too many plugins and the loading of content is becoming harder. Use a framework that is lightweight and supports the new Google Algo updates. Google also penalizes websites that do not follow these Algo updates. Google launched the Core Vitals, but our site does not pass any of these due to all the plugins and the bad theme that was used.
- f. **Software:**
 - i. The WordPress side of the website needs better set-up and page structures to setup content types, making it easier for loading content Example: Vacancies, Newsletters, etc. The site should also be a lot faster.

3.1.2. Rebranding of website as part of our modernisation project.

- a. Current look and feel of all pages to be rebranded.
- b. Current content to be transferred to the rebranded site.
- c. Website maintenance is required.
- d. Technical support to be provided to the SABFS.

3.1.3. Hosting requirements.

- a. 1TB Disk Space
- b. 50GB Traffic per month
- c. FTP Account
- d. MySQL Databases

3.1.4. WordPress Support Services.

- a. Themes
- b. Plugins
- c. Coding
- d. Broken Links
- e. Changes in copy or design
- f. Site backups
- g. Performance Optimization
- h. Hosting issues
- i. Analytics & Activity Monitoring
- j. WordPress Upgrades

3.1.5. WordPress Maintenance & Support.

- a. Fortnightly WordPress Core & Plugin Updates for 1 site
- b. Weekly security scans
- c. Weekly off-site Backups
- d. Firewall installation
- e. 24-hour response time

3.1.6. The service provider will be additionally required to provide the following:

- a. Training for 5 SABFS staff members on the Content Management System
- b. Ensure highest level of security to the SABFS website.
- c. Service Level Agreement (SLA) for two-year period.
- d. Other value-added services relating to the rebranded website are to be clearly indicated. These services may include user testing, analytics, content writing, and SEO optimization, all of which are necessary to ensure that the website is user-friendly and optimized for search engines.
- e. The site must include Google Maps, to locate each sheriffs' office in every province.
- f. A project plan should be indicated clearly stating how much time will be required to conclude the project.

4. EVALUATION CRITERIA

4.1.1. Phase 1: Technical Evaluation

Evaluation of the technical part of the proposal will be based on the candidate's responsiveness to the terms of reference, as well as the application of the evaluation criteria and points system as indicated below. Each responsive proposal will be given a technical score.

Criteria	Points
Methodology and approach	50
Company experience in provision of the required services including specialised skills, expertise, and value-added services	30
Qualifications and experience of team members	20
TOTAL	100

The proposals will receive further consideration if they score at least 70% minimum points out of the 100 points on technical criteria as listed above.

4.1.2. Phase 2: Pricing and BEE Evaluation

The following 80/20 criteria will be used for the evaluation of the proposals:

- i. Pricing 80 points
- ii. B-BBEE Points 20 points

4.1.3. Supervision

The successful service provider will be regularly in contact with the Training and Communications Manager whenever applicable.

4.1.4. Completion Criteria and Payment

- a) Payment will be made based on an agreement between the SABFS and the successful bidder.

4.1.5. Pricing Schedule

The following cost table should be utilised to submit the cost proposal:

Item	Quantity	Unit Price in (R)	Total Price in (R)
Additional Costs			
VAT			R
TOTAL AMOUNT			R

To enable the SABFS to evaluate the entity on the above criteria, please ensure that adequate documentation is attached.

5. REGISTRATION REQUIREMENTS:

Service providers must submit the following information when preparing their bid documents:

- a) Company profile
- b) Certificate of Registration
- c) Valid and original tax clearance certificate for quotes above R30 000.00
- d) Valid and certified B-BBEE certificate/Sworn Affidavit (Not Compulsory – only used for claiming B-BBEE Points)
- e) List of two referees being clients previously consulted for, not older than 18 months, along with the contact person and contact details;
- f) Proof of banking details.
- g) Pricing Schedule
- h) Declaration of Interest

NB:

- Please note that the above requirements are mandatory and **MUST** accompany the proposal.
- Non-compliance with the above mandatory submissions will lead to disqualification.
- Proposals must be properly indexed.

6. All enquiries relating to the tender must be communicated in writing only by no later than 12h00 on the 6 September 2023. All written communication should be sent to the following email address only: proposals@sheriffs.org.za, Subject Heading: Re-branding of the SABFS Website.
7. All applicants are strictly forbidden to communicate with the office of the South African Board for Sheriffs in respect of their application, other than through the required communication channels as stipulated in this document; and
8. Each applicant is required to submit one (1) Softcopy to proposals@sheriffs.org.za, no later than the stipulated closing date and time.
9. The SABFS is not obliged to accept any applications and has the right to withdraw and or amend tender specifications at its sole discretion.

Approved



Mrs S Mashaba

Executive Manager: South African Board for Sheriffs