



TENDER INVITED FOR SUPPLIES, SERVICES AND DISPOSALS

Department:

Western Cape Investments and Tr

Description	Required at	Tender / Bid No.	Closing Date & Time
<p>WEBSITE TECHINCAL SUPPORT AND MAINTENANCE FOR WESGRO Briefing Session: Virtual meeting on 17 June 2021 at 10:00 on Teams</p> <p>Bids obtainable from: gysbert@wesgro.co.za</p> <p>Post or Deliver Bids to: gysbert@wesgro.co.za</p> <p>For technical information, please contact: shaheed@wesgro.co.za</p> <p>For completion of bid documents please contact: shaheed@wesgro.co.za</p> <p>Special Conditions: RFQ available on request. Compliance documents to be completed. WCBBD4 Declaratrion of interest. BEE, CSD report and Bank letter not older than 3 months</p>	Western Cape - WESGRO	RFQ4-2022	6/28/2021 12:00

Description	Required at	Tender / Bid No.	Closing Date & Time

**RFQ 04-2022
TERMS OF REFERENCE
REQUEST FOR QUOTATION (RFQ)**

WEBSITE TECHNICAL SUPPORT AND MAINTENANCE FOR WESGRO

Released:
Friday, 11 June 2021

Submission close:
Monday, 28 June 2021

Non-compulsory virtual briefing session:

17 June 2021 from 10:00 on teams – Link:

[Click here to join the meeting](#)

Join with a video conferencing device

380791.vtgid@teams.ylyun.com

Video Conference ID: 128 869 306 6

Please inform Gysbert via e-mail (gysbert@wesgro.co.za) for the link if not active.

Enquiries to:

Shaheed Abrahams, IT Manager

Telephone: 021 487 8600

Email: shaheed@wesgro.co.za

Please CC in jean@wesgro.co.za

Email submission address:

Attention: Gysbert Verwey

E-mail: gysbert@wesgro.co.za

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1. INTRODUCTION

Wesgro is the official tourism, trade and investment promotion agency for Cape Town and the Western Cape, established under provincial law and governed by a Board of Directors. We are the first point of contact for foreign importers, local exporters and investors wishing to take advantage of the unlimited opportunities of the growing Cape. Our role is to be the champion of economic opportunities in our city and province, and to facilitate conversion of these opportunities to help drive growth and create jobs.

1.1 PURPOSE OF THE CONTRACT

Information and Communication Technology (ICT) plays a vital role in supporting Wesgro's mission. The Corporate Services IT Unit is responsible for the maintenance, evolution and support of the Agency's ICT systems, whilst planning to meet the agency's increasing needs for high performing ICT services. ICT services and support need to meet the requirements of all business units within Wesgro while ensuring that necessary governance mechanisms are in place.

Wesgro holds a number of websites requiring support and maintenance to ensure that the websites remain technically updated, secure and updated from a user point of view for a period of 12 months.

The service provider will work directly with and report to Wesgro's IT manager.

2. DELIVERABLES OF THE SERVICE PROVIDER

The following deliverables have been identified for purposes of technical support and maintenance for a one-year duration from signing of the contract and a maximum of 10 hours per month. This would constitute 120 hours in total, and must include:

- 1) Provide **maintenance services** for Wesgro's websites:
 - a) Development required for necessary maintenance (mostly Wordpress and Craft CMS), for example:
 - i) Adding or removing buttons
 - ii) Changing or adding a tab to an existing page
 - b) Security maintenance
 - c) Technical maintenance including but not limited to:
 - i) CMS Core Updates
 - ii) CMS Plugin Updates
 - iii) CMS Theme Updates
 - iv) CMS Maintenance
 - v) SSL Certificate Maintenance (expire every 90 days)
 - vi) 24/7 Uptime Monitoring and crisis responsiveness
 - vii) Plugin Conflict Troubleshooting
 - d) Updating legal elements (disclaimers, cookies and such as supplied by Wesgro)
 - e) Certificate maintenance
- 2) **Support** required relates to the following:
 - a) Monthly engagements with the marketing and communications unit (MCU)
 - b) Monthly website reporting (with updated documentation) to the Wesgro IT manager utilising Wesgro's tools

The service provider must take note of the following for incorporation into the SLA and bidders are **not to include the below** in their quotation and costing:

- Wesgro does not require hosting – all websites are hosted in Wesgro's environment.
- The existing ecosystem must be utilised and all procurements will be made by Wesgro from third party service providers
- Wesgro will procure all website certificates and this is not a requirement – service provider must inform Wesgro timeously of expiration thereof.



3. SUBMISSION REQUIREMENTS

3.1 CRITERIA

For this RFQ submissions will be evaluated according to the below table. It must be noted that submissions will be scored on points and will only be evaluated further if they score is above the threshold of 80 points. It stands the evaluation committee to lower the threshold if they deemed it necessary but will not increase above the 80b points threshold.

Criteria	Detail	Points
Experience	Experienced in years in this field of the company. Experience in years in this field of the each of the following: - Lead resource - Additional resource/s (if any)	20
	Experience working with WordPress and Craft CMS	15
	Experience with website security	15
	Experience working within a client-managed environment	5
	Project plan	Provide project plan that outlines the approach regarding the provision of the request services to Wesgro for the websites monthly including monitoring and support (exclude development 1a above)
TOTAL	Threshold 80 out of	100

Please note that this is an electronic submission and therefore your submission is to be mailed to the appropriate person. No hard copy submissions will be accepted.

3.2 PROCESS AND DOCUMENTARY REQUIREMENTS

Wesgro may only pay service providers that are actively registered on the Central Supplier Database (CSD). Service providers should confirm with the CSD that their status is active and not suspended. The payments cannot be made to a service provider should their affairs not be in order in accordance with the compliance documents and/or the CSD report.

To ensure compliance the following must be submitted:

- A valid declaration of interest form (WCBD4);
- Bank detail form not older than three (3) months;
- Valid tax PIN;
- Valid BEE Certificate;
- Proof of registration on the Central Supplier Database (CSD); and
- Proof of registration on the Western Cape Supplier Evidence Bank (WCSEB) — not compulsory.

3.3 COST BREAKDOWNS

The cost breakdown must be provided in the format provided in Annexure A. All prices in the quotation to include VAT.

Please be mindful that this is not a tender process because funds are limited and the services required does not require a tender process.

Please specify any optional costs for Wesgro’s consideration separately in the proposal.

END OF RFQ



Annexure A

Budget and cost breakdown

Name of Supplier: _____

Postal Address: _____

Official Website address: _____

Contact name of supplier representative: _____

Contact number (l) _____ (Mobile) _____

Please complete the below table as part of the RFQ

Requirements	Breakdown	Amount
1. Rate per hour per month	Rate for project manager	R
	Rate for others, list	R
	Other possible expenses required (Please list)	R
	Total amount for 10 hours of work	
2.Total amount per 12-month Contract	Projected cost per month (if different from no 1).	R
	Projected cost per 12-month contract (duration of the contract)	R

Please ensure that you PDF the document before submitting the annexure as part of your submission to this RFQ.



TENDER INVITED FOR SUPPLIES, SERVICES AND DISPOSALS

Department:

Western Cape Investments and Tr

Description	Required at	Tender / Bid No.	Closing Date & Time
<p>SUPPLY OF SERVICES FOR THE WESGRO 40 YEAR ANNIVERSARY PROJECT Briefing Session: N/A Bids obtainable from: E-mail to kendra@wesgro.co.za Post or Deliver Bids to: E-mail to kendra@wesgro.co.za For technical information, please contact: kendra@wesgro.co.za For completion of bid documents please contact: Kendra Stofberg Special Conditions: RFQ available on request. Compliance documents to be completed. WCBBD4 Declaratrion of interest. BEE, CSD report and Bank letter not older than 3 months</p>	<p>Western Cape - WESGRO</p>	<p>RFQ3-2022</p>	<p>6/22/2021 12:00</p>

Description	Required at	Tender / Bid No.	Closing Date & Time

**RFQ 03-2022
TERMS OF REFERENCE
REQUEST FOR QUOTATION (RFQ)**

SUPPLY OF SERVICES FOR THE WESGRO 40 YEAR ANNIVERSARY PROJECT

Released:
11 June 2021

Submissions close:
22 June 2021 AT 12:00

Responses to:
Kendra Stoffberg, Manager: Strategic Projects
Telephone: 021 487 8600
Email: kendra@wesgro.co.za

Email submission address:
Attention: Kendra Stoffberg
E-mail: kendra@wesgro.co.za

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1. INTRODUCTION

Wesgro is the official Investment and Trade Promotion Agency for the Western Cape, established in terms of section 2 of the WESTERN CAPE TOURISM, TRADE AND INVESTMENT PROMOTION AGENCY (WESGRO) Act, 1996 (Act No. 3 of 1996) as amended.

Wesgro was established by the Provincial Government in order to develop and grow priority sectors in the Western Cape. Wesgro's role is to be the champion of economic opportunities in the city and the province, and to facilitate conversion of these opportunities to help drive growth and create employment. It is mandated to promote growth and development in the trade, investment, film and tourism sectors. The Agency is governed by an independent Board of Directors consisting of both public and private sector stakeholders with private sector stakeholders holding the majority of seats.

Wesgro was started as a low-keyed public-private partnership in 1981, with a few individuals, linked to business associations, private firms and NPOs, initiating and driving the process. In 1981 Alan Bramwell, Chairman of the Cape Chamber of Industries (CCI) and Louis Kreiner the Mayor of Cape Town, gave Wesgro its start. They lobbied other local municipalities, as well as companies and business leaders in the area to become part of a loosely structured private-public partnership in the Western Cape, to be known as Wesgro. Wesgro was registered on Companies and Intellectual Property Commission's database for the first time on 26 May 1982. This year, 2021, will therefore be Wesgro's 40th Anniversary. In recommendation of this milestone the Agency has been compiling a research document on Wesgro's 40-year history with the intention of publishing it as a coffee table book. The plan is to "launch" the book at an event celebrating Wesgro's 40th birthday towards the end of 2021.

1.1 PURPOSE OF THE CONTRACT

The purpose of this contract is to appoint a service provider who will undertake and coordinate the scope of work is to compile a coffee table book about the history of Wesgro. As part of this is to gather the necessary information to complete the book as set out in Paragraph 2.1.2.

1.2 GOAL OF THE PROJECT

The goal of this project is to showcase and celebrate the long history of Wesgro, its achievements and its impact on the Western Cape economy. The project will also showcase Wesgro's current standing in comparison to where it has come from and highlight Wesgro's ambitions for the future.



2. CONTRACT REQUIREMENTS

2.1 WORK SCOPE

2.1.1 Work completed to date

Support for the research component will be provided by the Wesgro Research team. The team have been responsible for the research currently in place which includes approximately 45 pages of content on Wesgro’s history from 1981 -2018 The principal gaps are around Wesgro as it is currently, and where it is striving to go.

2.1.2 Deliverables and resources

The final deliverables of the project are:

- 1) Coffee table book of Wesgro’s 40-year history

The following deliverables have been identified for the project for implementation by the service provider:

- Completion of research component
 - Conducting interviews (approx. 10)
 - Desktop research
 - Archive review
- Sourcing of images and photographs
- Proof reading and copy editing
- Design and layout of coffee table publication both digital and print)
- Printing of coffee table publication
- Arrangement of 40th Anniversary event (including establishing a date, securing venue and catering, managing guestlist and RSVPs and providing support at the event)

The following resources are required:

- 1) Project manager
- 2) Researcher
- 3) Copy editor
- 4) Sub-contractors may be secured to complete the deliverables

NOTE: Support for the event design and organisation will be provided by Wesgro’s Marketing and Communications team.

The duration of the project is up until the completion of the anniversary event (estimated at 15 weeks). It is envisioned that the event will take during the latter half of 2021 (October – December).

Anticipated project timeline is as follows:

June	July	August	September	October
<ul style="list-style-type: none"> • Research • Sourcing of images 	<ul style="list-style-type: none"> • Research • Sourcing of images 	<ul style="list-style-type: none"> • Copy editing and proof r • Layout and design 	<ul style="list-style-type: none"> • Printing • Event planning 	<ul style="list-style-type: none"> • Event



3. SUBMISSION REQUIREMENTS

Important. Submissions to be mailed to the Kendra Stoffberg address supplied on the front page. Please do not drop a hard copy in the Wesgro tender box as this is not the requirement and the submission will not be taken into account.

3.1 Functional Evaluation Criteria

The following requirements have been identified for the project. Bidders must meet all the below requirements to be considered for the financial evaluation:

- Relevant Experience – CV/Profile of the key resources
- Company profile
- 2-page proposal outlining the approach
- [any other possible criteria that could be added e.g. quality of printing

The three suppliers that scored the highest will be considered as the final three suppliers that will be evaluated further.

3.2 Financial Evaluation

To qualify for the evaluation in accordance price and preference, the three bidders that scored the highest in the functionality must meet all the requirements set out in section

3.1. This RFQ will be evaluated on the 80/20 points scoring principle as per the PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000: PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

4. CONTRACT REQUIREMENTS

This RFQ document will be appended to Wesgro's Contract with the service provider and will constitute the schedule of deliverables for the purposes of this project. The service provider's quotation must remain valid for a period of 60 days from the date of submission and be inclusive of VAT. All prices indicated in the quotation must remain fixed for the period of the project.

5. REPORTING

The service provider will report directly to the Head of Research and to the CEO from time to time. The inception meeting will verify the reporting structure and frequency of reporting.

6. TIMEFRAMES

The duration of the project is up until the completion of the anniversary event (estimated at 15 weeks). It is envisioned that the event will take during the latter half of 2021 (October – December).



7. PROCESS AND DOCUMENTARY REQUIREMENTS

Wesgro may only pay service providers that are actively registered on the Central Supplier Database (CSD). The payments cannot be made to the service provider should their account be inactive or status suspended.

To ensure compliance the following must be submitted:

- Declaration of interest form (WCBD4)
- Bank detail form
- Valid tax clearance certificate
- Valid BEE Certificate
- Proof of registration on the Central Supplier Database (CSD)
- Proof of competence and relevant experience with references
- Registration on the Western Cape Supplier Evidence Bank is not compulsory.

8. SUBMISSION OF PROPOSALS

Service Providers must submit their compliance documents as set out in section 7 of this RFQ along with their proposal outlining resources for this work as described in section 3.1 via e-mail to the mentioned address (kendra@wesgro.co.za).

Please insert - **RFQ 02-2022: SUPPLY OF SERVICES FOR THE WESGRO 40 YEAR ANNIVERSARY PROJECT** in the subject line. Please include in the mail the name and direct telephone number of the person to be contacted if required. Please take note of the closing date and time namely 23 April 2021 at 12:00pm as indicated on page 1. No late e-mails will be considered.

Should you not have received any response from us within 21 days after the closing date, please consider your RFQ application unsuccessful.

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TENDER INVITED FOR SUPPLIES, SERVICES AND DISPOSALS

Department:

Western Cape Investments and Tr

Description	Required at	Tender / Bid No.	Closing Date & Time
<p>CRM PROJECT: TECHNICAL SUPPORT FOR MICROSOFT DYNAMICS 365 IMPLEMENTATION Briefing Session: N/A</p> <p>Bids obtainable from: E-mail to Ashleigh@wesgro.co.za</p> <p>Post or Deliver Bids to: E-mail to Ashleigh@wesgro.co.za</p> <p>For technical information, please contact: Ashleigh@wesgro.co.za</p> <p>For completion of bid documents please contact: Ashleigh October</p> <p>Special Conditions: RFQ available on request. Compliance documents to be completed. WCBBD4 Declaratration of interest. BEE, CSD report and Bank letter not older than 3 months</p>	Western Cape - WESGRO	RFQ2-2022	6/22/2021 12:00

Description	Required at	Tender / Bid No.	Closing Date & Time

**RFQ 02-2022
TERMS OF REFERENCE
REQUEST FOR QUOTATION (RFQ)**

**CRM PROJECT: TECHNICAL SUPPORT FOR MICROSOFT DYNAMICS 365
IMPLEMENTATION**

Released:
11 June 2021

Submissions close:
22 June 2021

Responses to:
Ashleigh October, Office and Travel Co-ordinator
Telephone: 021 487 8600
Email: Ashleigh@wesgro.co.za

Email submission address:
Attention: Ashleigh October
E-mail: Ashleigh@wesgro.co.za

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1. INTRODUCTION

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Information and Communication Technology (ICT) plays a vital role in supporting Wesgro's mission. The Corporate Services IT Unit is responsible for the maintenance, evolution and support of the Agency's CT systems, whilst planning to meet the agency's increasing needs for high performing ICT services. ICT services and support need to meet the requirements of all business units within Wesgro while ensuring that necessary governance mechanisms are in place.

The agency consists of approximately 110 staff members operating from Cape Town and Knysna, with 115 Microsoft 365 licenses. Staff are currently working remotely as Wesgro is operating a hybrid business model. The environment consists primarily of Microsoft Windows laptops and servers and some Apple iPads and laptops. It is important that the movement of staff and access to the CRM be incorporated into the approach to the project.

MS Dynamics 365 has been implemented and the system is live. Features include:

- Accounts and contacts (activities, names and notes);
- Account Segmentation (Groups, segmentations and sub segments);
- Dashboards active;
- Marketing and campaigns;
- All Wesgro staff have access;
- Training has taken place; and
- Additional integrations has been completed: Snapaddy (Business card scanner).

1.2 GOAL OF CONTRACT

The goal of the MS Dynamics 365 CRM project is to improve efficiencies and overall performance within the agency. Currently the objective is to provide **support** to our IT unit and the CRM Project Team related to technical aspects of the system to maintain implementation within the agency..



2. DELIVERABLES OF THE MS DYNAMICS 365 CRM PROJECT

The following deliverables have been identified for the project in terms of the requirements of the support:

- 1) Provide support to Wesgro's IT unit and the CRM Project team for a one-year duration and a maximum of 10 hours per month. This would constitute 120 hours in total.
- 2) Support required relates to the following technical areas:
 - a) User support;
 - b) System support;
 - c) Licensing support (no licenses will be purchased by the appointed service provider for Wesgro); and
 - d) Changes and updates to the system.

Wesgro will be billed on the utilisation of hours on a monthly basis. Therefore, it is important for the bidder to note that this is not a retainer contract.

3. SUBMISSION REQUIREMENTS

3.1 PROCESS AND DOCUMENTARY REQUIREMENTS

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END OF RFQ