



higher education  
& training  
Department  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA



**BUFFALO CITY  
TVET COLLEGE**

## **REQUEST FOR QUOTATIONS – WEBSITE MAINTENANCE**

Kindly see the attached request for quote (RFQ). Quotations should be forwarded to [quotations@bccollege.co.za](mailto:quotations@bccollege.co.za).

**TENDERERS MUST NOTE THAT WHEREVER THIS DOCUMENT REFERS TO ANY PARTICULAR TRADE MARK, NAME, PATENT, DESIGN, TYPE, SPECIFIC ORIGIN OR PRODUCER, SUCH REFERENCE SHALL BE DEEMED TO BE ACCOMPANIED BY THE WORDS 'OR EQUIVALENT.**

Kindly submit the following **REQUIRED** documents when responding to the RFQ

- Signed quotation (quotations not signed will be eliminated)
- Latest declaration forms (SBD 4, 8 and 9), see attached on college website
- Certified BBBEE certificate (0 points will be awarded for BBBEE certificates that are not certified)
- Tax Clearance Certificate
- CSD full report
- Company Registration
- Bank Confirmation Letter (not older than 3 months)
- Quotations must be detailed as per specification
- **Quotations must be submitted in the PDF format ONLY**
- All quotations submitted via email addresses other than the one listed above will not be considered.

**Closing Date 30 MAY 2024 at 11h00 am. No late or hand delivered documents will be accepted. ONLY EMAILED DOCUMENTS WILL BE ACCEPTED**

043 704 9238 / 043 704 9241

---



higher education  
& training

Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA



**BUFFALO CITY**  
**TVET COLLEGE**

To: Whom It May Concern

Date: 16.05.2024

#### ADMIN CENTRE

Cnr Lukin Road & King Street  
Private Bag 9016  
East London, 5200  
Tel: (043) 704 9352  
Fax: (043) 743 4254  
Email: ceo@bccollege.co.za

#### COLLEGE CAMPUSES

##### SCHOOL OF BUSINESS:

EAST LONDON CAMPUS  
Lukin Road, East London  
Private Bag 9016  
East London, 5200  
Tel: (043) 722 5453  
Fax: (043) 743 0116  
Email: elcadmin@bccollege.co.za

##### SCHOOL OF ENGINEERING

JOHN KNOX BOKWE CAMPUS  
Mfaha Street, Nu1, Mdantsane  
Private Bag X24  
Mdantsane, 5219  
Tel: (043) 761 1792  
Fax: (043) 761 4803  
Email: jkbadmin@bccollege.co.za

##### SCHOOL OF OCCUPATIONAL

TRAINING  
ST MARKS CAMPUS  
St Marks Road, 5200  
East London  
Private Bag 9016  
East London, 5200  
Tel: (043) 743 6554  
Fax: (043) 743 9650  
Email: training@bccollege.co.za

## Scope of Work

### RFQ: Website Maintenance

Buffalo City TVET College invites all suitable and qualified service providers to submit their quotes to maintain and support the Buffalo City College website for a period of two (3) years. All service providers must quote in line with the specifications below.

- Bug Fixing and Issue Resolution:** Addressing any bugs, errors, or technical issues that arise after the implementation is crucial. This may include identifying and resolving issues to maintain the stability and functionality of the Drupal site.
- Security Updates and Patches:** Regularly applying security updates and patches is essential to protect the Drupal site from vulnerabilities. Staying up-to-date with the latest security releases and promptly applying them helps safeguard against potential threats.
- Performance Monitoring and Optimization:** Keeping track of your Drupal site's performance is crucial for maintaining speed and responsiveness. Therefore, your Drupal RFP should specify expectations for performance optimization. This could include techniques like caching, database tuning, and code optimization to enhance site performance.
- User Support and Training:** Providing user support and training to website administrators and content editors is crucial. This ensures that they can effectively manage the Drupal site, understand the features and functionalities, and make the most out of the platform through timely guidance by a vendor.
- Regular Backups and Disaster Recovery:** Implementing regular backups of the Drupal site and establishing a disaster recovery plan is essential. This safeguards against data loss and allows for quick recovery in the event of an unforeseen issue or system failure.

6. **Continuous Improvement and Enhancements:** As business needs evolve, organizations may seek enhancements or new features for their Drupal site. This may involve evaluating user feedback, analyzing site analytics, and prioritizing new requirements to continuously improve the site's functionality and user experience.

7. **Vendor Support and Collaboration:** Engaging with the Drupal service vendor for ongoing support and maintenance is crucial. This may involve establishing a service level agreement (SLA) with the vendor, ensuring clear communication channels, and addressing any contractual or billing-related matters.

### **Hosting and Infrastructure**

Hosting will be provided internally by the College.

### **Budget & Timeline**

The timeline of the project is 3 years at a cost. Please include detailed cost implications/Monthly maintenance fee in the form of a detailed and signed quote.

### **Vendor Requirements**

The service provider selected for this role shall be required to meet the following minimum requirements in terms of their team structure:

- Possess a clear understanding of Drupal-based websites, including overall web design, theming, structure, layout, and module utilization.
- Assign a consistent team to the engagement, including one person in a project manager, single point of contact, role, and web developers as necessary.
- Project Lead/ Developers /UX specialists should have the necessary qualifications and experience of handling enterprise projects preferably within the Higher Education Sector.
- Attend to Drupal notices regarding security, patches, upgrades, standards, issues/changes, and stay up to date with security and site maintenance during the engagement.
- Be willing to create any patches required for existing Drupal modules in accordance with Drupal.org requirements for submission to the module's issue queue for upstream inclusion.
- Have a proven record of successful completion of website construction and deployment using Drupal 9 and Composer.
- Utilize standard iterative Agile methodology, including a software feature/issue tracker for managing the work and tracking progress.

- Be willing to sign a non-disclosure agreement.
- Relevant Degree/Diploma / Certifications in Computer Science or related field
- 5 years development experience with PHP, HTML, CSS, and JavaScript
- A strong understanding of Drupal theming and module development
- Ability to create responsive designs that work well on mobile devices
- Proficiency with source control tools like Git or SVN
- Good problem solving skills
- Attach Qualifications, CV and experience of the Team
- References of the Company on previous projects preferably the Drupal-based web development

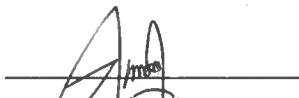
### **Compliance with Law**

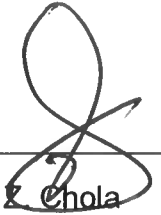
**Intellectual Property Rights:** Intellectual Property rights remain vested in Buffalo City TVET College

**Confidentiality and Non-Disclosure:** The selected service provider must protect sensitive information by including provisions for confidentiality and non-disclosure specified within the Service Level Agreement with the selected provider.

**Contractual Agreements:** It is essential to have a well-drafted contract or agreement (SLA) in place with the selected vendor to clearly define the rights, obligations, deliverables, payment terms, project timeline, and other relevant terms and conditions.

**Termination and Exit Strategy:** The Termination and exit strategy must be clearly specified in the SLA.

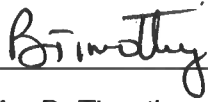
  
Mr. S. Joseph  
ICT Manager  
(Budget Manager)



---

Mr. E. Chola

Deputy Principal: Corporate Services



---

Ms. B. Timothy

Manager: SCM.