



REQUEST FOR QUOTATIONS
RFQ-DUT-61/26

Appointment of service provider to provide DUT website maintenance for six (6) months

Closing date and time for Submission	10 September 2026 @11h00am
Suppliers who are interested in supplying the services as specified herein are requested to prepare a quotation and send it via email for the attention of Director: Procurement.	
NB: Only Bids e-mailed to roq@dut.ac.za will be accepted and considered.	
Enquiries relating to the bid may be addressed to the DUT contact person listed below:	
Procurement Enquiries	Technical Enquiries
Name: Prevan Govender E-mail: Govenp@dut.ac.za	Name: Aman Mahomed E-mail: AmanullahM@dut.ac.za

1. INTRODUCTION

The company will need to provide web services for the following currently hosted DUT websites/subsites –

dut.ac.za ; library.dut.ac.za ; dbs.dut.ac.za ; foundation.dut.ac.za ; ccpe.ac.za ; elearning.dut.ac.za ; digifest.dut.ac.za ; ieip.org.za ; crediblesource.dut.ac.za ; whatsappsciences.dut.ac.za ; mec.dut.ac.za ; hivaid.dut.ac.za

The company also needs to provide web hosting and maintenance services for any additional subsites requested apart from the above.

Refer to Table A: Current Hardware specs - Infrastructure and Hosting Environment

The services include: Continuous Online Development; Maintenance; Content Management; Infrastructure Hosting & Technical Support as well as Product/Project Management (detailed below).

VM Infrastructure hosting also required

Cloud hosting Virtual Machines, Infrastructure Monitoring & Backend Environment Management for Innobiz Business Management Platform, Faculty subsites & DUT Mobile App

Refer to Table B: Current Hardware specs - Infrastructure and Hosting Environment for Innobiz, Faculty subsites & DUT Mobile App Hosting

2. ONLINE DEVELOPMENT - 30 hours monthly allocation

Perform ongoing development to our websites to ensure that it remains relevant and optimised to function at peak performance, in alignment with our requirements and current market trends. Deliverables include:

- Ongoing website development and sub-site development as and when required;
- Optimisation of website for periods of high load;
- Feature creation or major functionality change;
- Website optimisation;
- General updates as defined by DUT;
- Iterative development based on current and predicted behaviour of site visitors using data collected via analytical engines i.e. Google Analytics.

3. MAINTENANCE - 15 hours monthly allocation

Provide appropriate resources to ensure the website is kept operational and well-maintained. Services that are deemed necessary in are scheduled and performed.

These services include activities such as:

- a. Version updates to the Content Management System (CMS);
- b. Software updates to the installed theme as they become available;
- c. Version updates to custom and/or third-party plugins installed;
- d. Health Check: Testing of existing functionality such as forms and search;
- e. Bug-fixes on existing functionality;
- f. Monthly reporting on all updates done during the month, website traffic and performance, support queries, recommendations to the website.
- g. Automated log rotation on the server to free up disk space.
- h. Automated resource monitoring on CPU, Memory and Disk space.
- i. Optimisation of website for periods of high load

4. CONTENT MANAGEMENT - 10 hours monthly allocation

- j. Provide minor enhancements and content updates in response to ongoing requests.
- k. This service entails updates to the content of the existing web pages as supplied by DUT stakeholders and executed as specified by the Webmaster, encompassing enhancements, the addition of text, images and video to the pages within the website.

5. INFRASTRUCTURE HOSTING & TECHNICAL SUPPORT

- a. Provide a dedicated server space on the hosting environment within a private data-centre with 24×7 365 technical support.
- b. Uncapped hosting traffic with 500GB storage for dut.ac.za, with additional space available when required
- c. Uncapped hosting traffic with 500GB storage for library.dut.ac.za and all other websites/subsites, with additional space available when required
- d. Basic anti-spam and web application firewall to intelligently protect your server from known security exploits
- e. Infrastructure maintenance and routine server updates and optimisation
- f. Automated daily incremental backups of DUT website (dut.ac.za) and DUT library (library.dut.ac.za) servers.
- g. Automated full server snapshot backups every week.
- h. Web server software enhancements, protected by a Web Application Firewall (WAF) that protects against XSS, SQL Injection, Generic attacks, Trojans, Brute force and other known exploits.
- i. Web security upgrades including SSL
- j. Reliability and speed of access - Uptime guarantee of around 99.5% with refund policy
- k. The supplier must clearly illustrate and prove their power supply back-up systems, that will ensure continual energy supply to the servers hosting our website, so it remains functional/operational, despite electricity loadshedding or other power supply challenges that may be experienced.
- l. Hosting of multiple domains and sub-domains
- m. Continuous uptime monitoring and real-time alerting of the website & underlying infrastructure for rapid incident response to ensure high availability.

6. PROJECT / PRODUCT MANAGEMENT - 5 hours monthly allocation

- a. Dedicated personnel from company to work closely with the webmaster and relevant members of DUT to ensure overall success and delivery of the product.
- b. Company personnel responsible for planning and scheduling work on behalf of DUT and its stakeholders, setting expectations on deadlines, costing and service delivery.
- c. Easily accessible and available service points via email and telephone.
- d. Clearly defined resolution times with stipulated priority levels
- e. Ongoing investigations and strategic recommendations into site speed and stability optimisations.
- f. Company personnel provides monthly reporting on all updates done during the month, including website traffic and performance, ongoing project management and facilitates ongoing communication and collaboration with DUT's product owner and other stakeholders.

Table A: Details – Infrastructure and Hosting Environment:

Dedicated Physical Server	Intel Zeon E5-I620 V3 CPU	
	32GB ECC Memory (RAM)	
	1TB Enterprise SSD Storage	
Networking	1Gbps uplink/bandwidth	
	Multi-homed network providers	
	Unlimited / uncapped hosting traffic	
	IPv4 / 29 network	5 Public IP Addresses
	Comprehensive, flexible firewalling	
	Juniper Backbone technology	
High Availability	99.9% full solution uptime	Guarantee
	DDoS protection and mitigation	
	Redundant (A+B) power feed	
	Network Provider Redundancy	
Backup	1TB Backup Storage	
	Proxmox daily file-level based incremental backups	Quick and Easy daily restore points
	Proxmox full-system weekly backups	

Table B: VM Infrastructure hosting

Virtual Host and 9 x Virtual Machines (InnoBiz 6 x VM's + App 3 x VM's)

Private Cloud Hosting	Enterprise Dual 4310 24 Core/48 Thread 128GB RAM and Backup 4TB Drive <i>2 x Intel Xeon Silver 4310 12c/24t CPU</i> <i>128GB RAM</i> <i>3 x 1TB Enterprise SSD Storage</i> <i>Hardware RAID 5</i> <i>Dual Hot-swap PSU</i> <i>1Gbps Unlimited Network Traffic Additional 4TB</i> <i>HDD (backups local)</i> Additional Public IP
	Server Maintenance and reporting

7. EVALUATION PROCESS

Submissions will be evaluated in two phases:

Phase 1: Submission of compulsory documents

Bidders need to submit all documents listed below in order to be evaluated in Phase 2.

1	The Tax compliance status PIN (TCS PIN) must be submitted. Should the Bidder's tax clearance status not be in order at the close of the evaluation of the bid, this will lead to the invalidation of the bid document. (Compulsory).
2.	Signed Form of Offer - Page 9 to page 11
3.	Signed Standard bidding documents (Refer Annexure A to D – page 13 to 17)
4	Company registration document

Bidders must provide the above documents to be evaluated in Phase 2.

Phase 2: Quality and Functionality

A. Company Experience (20 Points)

- 5 years or more experience: 20 points
- 3 to 4 years experience: 15 points
- 1 to 2 years experience: 10 points
- Less than 1 year: 5 points
- No experience demonstrated: 0 points

B. Relevant Reference Projects with successful completion or service (25 Points)

- 5 or more similar projects: 25 points
- 3 to 4 similar projects: 20 points
- 2 similar projects: 15 points
- 1 similar project: 10 points
- No similar projects: 0 points

C. Technical Team Capacity (15 Points)

- Dedicated team with senior web developers, security specialists, and support personnel: 15 points
- Adequately qualified team: 10 points
- Limited resources demonstrated: 5 points
- No evidence provided: 0 points

D. Maintenance and Support Methodology (15 Points)

- Preventative maintenance approach
- Change management process
- Incident management process
- Reporting mechanisms
- Continuous improvement strategy

E. SLA and Support Model (10 Points)

- Helpdesk availability
- Response times
- Resolution times
- Escalation process
- After-hours support

F. Training and Knowledge Transfer (15 Points)

- User training
- Administrator training
- Documentation and manuals
- Knowledge transfer plan

Bidders who obtain 70 points will be evaluated in phase 3.

Phase 3: Price and BBEE

Bidders are to submit valid BBEE certificates, non-submission will be awarded zero points.

Evaluation criteria		Points
1.	Price	80
2.	BBEE as per the table below	20
Total		100

Bidders must complete the table below.

Specific Goal		80/20		Bidders must complete this section
		Sub-points	Total Points	
	Exempted Micro Enterprise (EME) or Qualifying Small Enterprise (QSE)	3	3	
Black-owned Enterprises	100% Black owned enterprise	3	3	
	Minimum 51% black-owned enterprise	2		
	Minimum 25% black-owned enterprise	1		
Black Women owned Enterprise.	100% Black Women-owned enterprise	5	5	
	Minimum 51% black women-owned enterprise	4		
	Minimum 25% black women- owned enterprise	3		
	Less than 25% of black women-owned enterprises but not less than 10%	2		
	100% Black Youth owned enterprise	5		

Enterprise owned by Youth	Minimum 51% black Youth owned enterprise	4	5	
	Minimum 25% black Youth owned enterprise	3		
	Below 25% of black youth owned enterprises but not less than 10%	2		
Enterprises owned by people with disabilities	Minimum of 51% owned by people with disabilities	2	2	
	Minimum of 10% owned by people with disabilities	1		
Additional Specific goals	An entity that is at least 51% owned by black people living in rural or underdeveloped areas or townships	1	1	
	A cooperative which is at least 51% owned by black people	1	1	
			20	



8. FORM OF OFFER AND ACCEPTANCE

PART A – OFFER

8.1. OFFER

The Bidder, identified in the signature block below, hereby offers to supply and deliver the goods and/or render the services described in section 2 and 3 above:

RFQ No: _____

Description: _____

to the **Durban University of Technology (DUT)** in accordance with:

- The RFQ document;
- The Scope of Work and BQO;

8.2. OFFERED CONTRACT PRICE

PRICE SCHEDULE (to be completed in by the bidder)

No.	Item Description	Qty	Monthly cost	Total Amount for 12 months
I	Total monthly price for Tables A and B	12 months		
Total Excl. VAT				
VAT (15%)				
Total Incl. VAT				

The offered price includes all costs. Remains valid for **60 days** from RFQ closing date.

8.3.1 COMPLIANCE DECLARATION

The Bidder certifies that:

- The information provided is true and correct.
- The Bidder is not listed on the National Treasury Restricted Supplier Database or has not previously been blacklisted or failed to supply DUT on a previous contract.
- The Bidder has not engaged in collusive practices.
- The Bidder accepts the General Conditions of Contract.
- No contract exists until an official DUT Purchase Order is issued.

The Bidder acknowledges that:

- This RFQ constitutes a single consolidated procurement requirement.
- Splitting of procurement to avoid threshold controls is prohibited.
- DUT reserves the right to cancel the RFQ if threshold irregularities are detected.

The Bidder confirms that DUT is authorised to verify:

- I. Supplier registration status prior to award and prior to payment.
 - II. Banking details
 - III. Tax compliance status
 - IV. Restriction status
- The Bidder acknowledges that an inactive or non-compliant status may result in disqualification.

In accordance with the Protection of Personal Information Act (POPIA) the Bidder confirms that:

- All personal information submitted is lawfully obtained.
- Appropriate consent has been secured.
- The Bidder shall:
 - I. Safeguard personal data received from DUT;
 - II. Implement reasonable technical and organisational measures;
 - III. Notify DUT of any data breach.

The Bidder indemnifies DUT against loss arising from unlawful data processing attributable to the Bidder.

8.3.2 SIGNATURE OF BIDDER FOR COMPLIANCE TO SPECIFICATION, DECLARATIONS AND OFFER

Name of Bidder	
Email address	
Contact numbers:	
Company Registration Number	
VAT Number (If applicable)	
Authorised Representative Name	
Capacity	
Central Supplier Database Reg No (If Applicable)	MAAA..... CSD UNIQUE NUMBER (36 digits)
Authorised signatory	
Date	

8.4 PART B – ACCEPTANCE (To be completed by DUT only if form of offer and bid is accepted)

By signing this Form of Acceptance, DUT accepts the Bidder's Offer subject to:

- Budget confirmation;
- Verification of compliance documents;
- Issuance of an official Purchase Order.

Acceptance is conditional upon:

- No material deviation;
- Confirmation of tax compliance;
- Compliance with DUT governance frameworks.

Accepted on behalf of:

Durban University of Technology

Name: _____

Designation: _____

Signature: _____

Date: _____

RFQ No: _____

Purchase Order No (to be issued): _____

ANNEXURES- DURBAN UNIVERSITY OF TECHNOLOGY

PURPOSE OF THIS ANNEXURE PACK

This Governance Annexure forms an integral part of all DUT RFQs issued.

The purpose is to:

- Strengthen procurement integrity
- Ensure compliance with DUT policy and DHET governance framework
- Protect the institution from unauthorised commitments
- Support UIFW prevention
- Enhance transparency and ethical procurement conduct

These Annexures is mandatory and non-negotiable.

ANNEXURE A - CERTIFICATE OF INDEPENDENT BID DETERMINATION

The Bidder certifies that:

1. The quotation has been independently determined.
2. No agreement exists with any competitor regarding:
 - Price
 - Market allocation
 - Submission or non-submission of quotation
3. The Bidder has not engaged in collusive or anti-competitive conduct.
4. The Bidder complies with the Competition Act 89 of 1998.

The Bidder acknowledges that false declaration may result in:

- Disqualification
- Contract termination
- Restriction from future procurement participation

Signature: _____

Date: _____

ANNEXURE B - UIFW (UNAUTHORISED, IRREGULAR, FRUITLESS & WASTEFUL EXPENDITURE) ACKNOWLEDGEMENT

The Bidder acknowledges DUT's internal financial governance framework aimed at preventing:

- Unauthorised expenditure
- Irregular expenditure
- Fruitless and wasteful expenditure

The Bidder confirms:

1. No work shall commence without a valid DUT Purchase Order.
2. No variation shall be implemented without written approval aligned to Delegation of Authority.
3. Services rendered without authorisation may not be paid.
4. The Bidder shall not rely on verbal instructions.

DUT shall not be liable for commitments made outside approved procurement processes.

Signature: _____

Date: _____

ANNEXURE C _ PROCUREMENT ETHICS AND CONDUCT DECLARATION

The Bidder confirms that:

- Neither the entity nor its directors are listed on any restricted supplier database.
- No director has been convicted of fraud or corruption related to procurement.
- The entity complies with ethical procurement practices.
- No attempt has been made to improperly influence DUT officials.

The Bidder acknowledges that DUT reserves the right to conduct due diligence screening.

Signature: _____

Date: _____

ANNEXURE D _ DUT CONFLICT OF INTEREST DECLARATION

RFQ No: _____

1. PURPOSE

To ensure transparency and compliance with Section 217 of the Constitution and DUT's governance frameworks, all bidders must declare any relationship or conflict of interest.

2. BIDDER DETAILS

Full Name of Bidder / Company: _____

Company Registration Number: _____

VAT Registration Number: _____

CSD Number: _____

Physical Address: _____

Contact Person: _____

Telephone: _____ Email: _____

3. EMPLOYMENT BY THE DUT OR THE STATE (SOUTH AFRICAN GOVERNMENT)

Are you or any person connected with the bidder:

3.1 Employed by the State?

☐ YES ☐ NO

3.2 Employed by DUT?

☐ YES ☐ NO

If YES, provide details:

4. RELATIONSHIP WITH DUT EMPLOYEES OR COUNCIL MEMBERS

Do you or any director/shareholder/member have:

- Any family relationship with DUT employee?
☐ YES ☐ NO
- Any relationship with a person involved in evaluation of this process?
☐ YES ☐ NO

If YES, provide details:

5. PRIOR BUSINESS WITH DUT

Have you or your directors conducted business with DUT in the past 12 months?

☐ YES ☐ NO

If YES, provide details:

6. DIRECTORS / SHAREHOLDERS DETAILS

Full Name	ID Number	Tax Number	Employee Number (if applicable)

(Attach additional page if necessary)

7. DECLARATION

I, the undersigned, hereby declare that:

- The information furnished above is true and correct.
- I understand that failure to disclose conflicts may result in:
 - Disqualification;
 - Contract cancellation;
 - Recovery of damages;
 - Reporting to National Treasury.

Signature: _____

Name: _____

Position: _____

Date: _____