



STATE DIAMOND TRADER

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OR Tambo International Airport Special Economic Zone Precinct 1, Cnr
Bonaero Drive and Elgin Road, ACSA Precinct, 1619

SPECIFICATION

SERVICE PROVIDER TO SUBMIT A PROPOSAL FOR THE WEBSITE HOSTING, SUPPORT, MAINTENANCE, AND MANAGEMENT SERVICES FOR A PERIOD OF TWELVE (12) MONTHS

INTRODUCTION

The State Diamond Trader invites suitably qualified and experienced service providers to submit proposals for website hosting, support, maintenance, and management services for a period of twelve (12) months. The appointed service provider will be responsible for ensuring the availability, security, reliability, performance, and ongoing maintenance of the entity's website and related web services.

Background

The State Diamond Trader is a state-owned entity established in terms of section 14 of the Diamonds Act 56 of 1986, as amended ("the Act"). It is classified as a Schedule 3B entity in terms of the Public Finance Management Act (PFMA). Its offices are located at **OR Tambo International Airport Special Economic Zone Precinct 1, Cnr Bonaero Drive and Elgin Road, ACSA Precinct, 1619.**

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Ms Danile Nyakale (**Chairperson**), Mr. Ernest Blom, Adv. Mpati Lebakeng, Dr. Olga Masekoa, Ms. Helen Diatile, Mr. Johan Du Toit Böning, Dr. Aalia Cassim, Mr. Jacques Hugo, Mr. Mosepedi Sanane (Alternate), Mr. Lefu Dlamini (Alternate), Mr. Cecil Khosa (ex officio), Ms. Nosiphiwo Mzamo (Chief Executive Officer), Mr Sihle Mhlangu (Company Secretary)

1. Unit requesting goods/services	Finance and ICT
2. Quantity(ties) required	One (01) Service Provider
3. Description of Services Summary	The State Diamond Trader invites suitably qualified and experienced service providers to submit proposals for website hosting, support, maintenance, and management services for a period of twelve (12) months. The appointed service provider will be responsible for ensuring the availability, security, reliability, performance, and ongoing maintenance of the entity's website and related web services.
4. Description of goods services	The Service Provider must provide the following services: 1. Website Hosting Services The successful bidder shall provide secure, reliable, and professionally managed website hosting services for the State Diamond Trader website, including but not limited to the following: • Provide secure, enterprise-grade website hosting infrastructure hosted within a professionally managed data center. • Migrate and transfer the existing website from the current service provider without loss of data, functionality, or website availability. • Ensure a minimum monthly website uptime of 99.9%, excluding approved maintenance windows. • Provide sufficient storage, bandwidth, processing resources, and scalability to accommodate future website growth and increased traffic. • Provide and maintain a valid SSL/TLS certificate to ensure secure HTTPS communication. • Implement website security measures including firewall protection, malware scanning, intrusion detection/prevention, and protection against common web application attacks.

	• Perform regular operating system and hosting platform security updates and patch management. • Provide automated daily website backups with a minimum retention period of thirty (30) days and the ability to restore the website within agreed service levels. • Provide documented Business Continuity and Disaster Recovery (BC/DR) procedures to ensure rapid restoration of website services following a disruption. • Monitor the hosting environment on a 24/7 basis and proactively respond to service interruptions or security incidents. • Provide secure administrative access to authorized State Diamond Trader personnel. • Support the latest stable versions of PHP, MySQL/MariaDB, and other technologies required by the website. • Ensure compatibility with the current WordPress website and all approved plugins. • Provide monthly hosting performance, uptime, backup, and security reports. • Provide technical support during business hours with emergency support available outside business hours for critical incidents. • Ensure all website data remains the property of the State Diamond Trader and can be exported in a standard format at any time upon request or termination of the contract. • Assist with the transfer of the website and all associated data back to the State Diamond Trader or a new service provider upon contract expiry or termination, at no

5. Functionality	Technical Criteria	Applicable Points	Points
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Evaluation	Reference Letters	Technical Capabilities and Infrastructure (20 Points) - The Service Provider must demonstrate technical capability to provide WordPress website hosting and maintenance services by submitting the technical Proposal that includes but not limited to: - Hosting Infrastructure - Security and Backup Approach - Disaster Recovery approach - Website Support Methodology Scoring: 20 Points = The Service Provider submitted a comprehensive proposal addressing all the outlined requirements: - Hosting Infrastructure - Security and Backup Approach - Disaster Recovery approach - Website Support Methodology 0 Points = The Service Provider did not submit any of the required documents or submitted insufficient information. Experience in Website Hosting and Maintenance (20 Points) - The Service Provider must have a minimum of five (5) years' experience in the hosting, support, maintenance, and management services Scoring: 20 Points = 8 or more years' experience (supported by company registration documents, company profile, or other verifiable proof of operational history showing 8 or more years of experience). 10 Points = 5 to 7 years' experience (supported by company registration documents, company profile, or	
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	other verifiable proof of operational history showing 5 to 7 years of experience). ○ 0 Points = Less than 5 years' experience or failure to submit proof Reference letters on letterheads with contact details (30 Points) • The Service Provider must submit a minimum of three (3) contactable reference letters on the company letterhead, signed and dated by the client, indicating the following: ○ Reference letters must relate to website hosting, support, maintenance, or related ICT services in the past 5 years ○ The period of the project from starts to completion • Scoring: ○ 30 Points = 5 or more Valid Reference letters ○ 20 Points = 3 or 4 Valid Reference letters ○ 0 Points = Less than 3 Reference letters Project Team Experience and Qualifications (30 points) • The Service Provider must submit CV and qualification of the key personnel and qualification ○ Project Manager must have at least NQF 7/bachelor's degree and at least 5 years relevant working experience ○ Website developer must have at least NQF 6/National Diploma and at least 3 years relevant working experience ○ Graphic Designer must have at least NQF 6/National Diploma and at least 3 years of relevant working experience	
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	Scoring Project Manager: ○ 15 Points = the Project Manager meets all minimum qualifications and experience requirements ○ 10 Points = The Project Manager meets at least one of the minimum requirements ○ 0 Points = The Project Manager does not meet the minimum requirements Scoring Web Developer: ○ 15 Points = the Web Developer meets all minimum qualifications and experience requirements ○ 10 Points = The Web Developer meets at least one of the minimum requirements ○ 0 Points = The Web Developer does not meet the minimum requirements NB: SDT reserves the right to contact the references to verify the information provided.	
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Threshold	70 Points
Section 5 Points Scoring Total	100 Points

To ensure a comprehensive evaluation of the proposals, Service Providers are required to submit the following information:

Price Schedule

Service Providers must submit a detailed price schedule, including the cost or hourly charge-out rate. The contract period is 12 months.

- (i) Cost must be VAT inclusive and quoted in South African Rand

(ii) Quotations will be evaluated on price and specific goals on the SBD 6.1.

1. Closing date for submission of quotations are 31 July 2026: 16h00.

Ensure that you email your responses to quotation@statediamondtrader.gov.za

2. Enquiries Contacts only:

SCM enquiries

Tel:010-003-0310

Email address nonjabulon@statediamondtrader.gov.za

Mr Archellis Reed

Email: archellisr@statediamondtrader.gov.za