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REQUEST FOR QUOTATIONS (RFQ NUMBER 01/2023): WEBSITE HOSTING FOR LEGAL AID SOUTH AFRICA INCLUDING SUPPORT AND MAINTENANCE FOR A PERIOD OF FIVE YEARS

Closing date: 23 May 2023

Closing time: 11h00

Submission via email: JaneskeB@legal-aid.co.za

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1. DISCLAIMER

- 1.1 The information contained in this Request for Quotation (“**RFQ**”) document or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of Legal Aid South Africa, is provided to Bidders on the terms and conditions set out in this RFQ and such other terms and conditions subject to which such information is provided. The information contained in this document is confidential in nature. The bidders shall not share this information with any other party not connected with responding to this RFQ.
- 1.2 This RFQ is not an agreement or an offer by Legal Aid SA to the prospective bidders or any other person. The purpose of this RFQ is to provide interested parties with information that may be useful to them in the formulation of their proposals pursuant to this RFQ. Though this RFQ has been prepared with sufficient care to provide all required information to the potential bidders, they may need more information than what has been provided. In such cases, the potential bidder is solely responsible to seek the information required from Legal Aid SA. Legal Aid SA reserves the right to provide such additional information at its sole discretion.
- 1.3 Legal Aid SA and its employees make no representation or warranty and shall have no liability to any person including any bidder under any law, statute, rules or regulation, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFQ or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFQ and any assessment, assumption, statement or information contained therein or deemed to form part of this RFQ or arising in any way in this selection process.
- 1.4 Legal Aid SA also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon the statements contained in this RFQ.
- 1.5 Legal Aid SA may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFQ.
- 1.6 The issue of this RFQ does not imply that Legal Aid SA is bound to select a bidder or to appoint the selected bidder, as the case may be, for the RFQ herewith, Legal Aid SA reserves the right to reject all or any of the proposals without assigning any reasons whatsoever.

- 1.7** The bidder shall bear all its costs associated with or relating to the preparation and submission of its proposal including but not limited to preparation, copying, postage, delivery fees, USB and labelling, expenses associated with any demonstrations or presentations which may be required by Legal Aid SA or any other costs incurred in connection with or relating to its proposal. All such costs and expenses will remain with the bidder and Legal Aid SA shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation or submission of the proposal, regardless of the conduct or outcome of the selection process.

2. INTRODUCTION

- 2.1** Legal Aid South Africa (abbreviated as Legal Aid SA) is a national public entity established by the Legal Aid South Africa Act 39 of 2014. Its aim is to render legal aid or make available legal advice, provide legal representation to persons at State expense, and provide education and information concerning legal rights and obligations, as envisaged in the Constitution of the Republic of South Africa. Legal Aid SA is a high-performance organisation and is certified a Top Employer in South Africa.
- 2.2** Legal Aid SA has one public facing website, available at: <https://legal-aid.co.za/>
- 2.3** Legal Aid SA is seeking proposals from vendors who have a proven track record of providing website hosting, support, security and maintenance services for a period of five years. The selected vendor will also be responsible for annual licencing of website plugins for the same duration. Our goal is to establish a long-term partnership with a reliable service provider who can provide a secure, responsive and reliable modern website with optimum performance and minimum downtime.

3. PURPOSE

- 3.1** This Request for Quotations is intended to solicit proposals from vendors with a proven track record of providing website hosting, support, security and maintenance of Legal Aid SA's public-facing website for a period of five years, as well as annual licencing of the website plugins for the same duration.
- 3.2** As with any progressive organisation, Legal Aid SA's demands and goals are growing and evolving with the times. As a result, Legal Aid SA is seeking a partnership with the service provider that can provide a secure, responsive and reliable modern website with optimum performance and minimum downtime.

- 3.3** The service provider will also be responsible for maintaining the website's availability 24 hours a day, 7 days a week; applying security measures and ensuring that data and other files are successfully sent to the visitors' browsers.
- 3.4** The selected vendor must be able to provide a high level of security protocols and measures to retain a record of unwanted intrusions and malicious malware.

4. WEBSITE GOALS AND OBJECTIVES

4.1 Legal Aid SA's principle goals for its website includes:

- 4.1.1 To inform the public, clients and stakeholders about the services offered by Legal Aid SA, how to access them and how to qualify for them.
- 4.1.2 To advertise other important programmes, including the recruitment of Candidate Attorneys, vacancies and tenders.
- 4.1.3 To keep clients up to date on the organisation's latest news, events and success stories, including Annual Reports.
- 4.1.4 To be the hub for the African Network on Legal Aid across the continent.
- 4.1.5 To give clients an online self-service portal where they can find legal information and document templates they can fill out themselves.
- 4.1.6 To provide clients with a secured and free platform to lodge complaints, offer compliments, or find their nearest Legal Aid SA local office.
- 4.1.7 To be the central source for marketing programmes and social sites.

5. SCOPE OF WORK

5.1 Legal Aid SA is seeking the services of a qualified and competent vendor to be our go-to for all website support services. We would like a partner fully equipped to provide hosting, licencing, security, support and maintenance including minor development services, which may be leveraged as part of our maintenance agreement.

5.2 Primarily, the vendor shall be responsible for web hosting and maintenance, including the below, but with capacity to handle small builds to create more creative and engaging content:

5.2.1 Migration

The service provider must be able to migrate the website from the current hosting provider to their hosting infrastructure without causing any downtime or loss of data. The service provider must have a well-defined migration plan and must execute it with minimal disruption to our business operations.

- 5.2.1.1 Migration of the existing website from the current hosting service to the new vendor hosting environment, including all the website artefacts, database, files and documents.
- 5.2.1.2 Migration should ensure that all email aliases are updated, all URLs are updated and accessible and all website functionality and corporate identity is preserved.
- 5.2.1.3 Bidders must supply a migration plan, as part of the project plan.

5.2.2 Website Hosting

The service provider must provide reliable website hosting services that ensure 24/7 availability of our public-facing website. The hosting services must support the latest web technologies. The service provider must also provide scalable hosting solutions that can accommodate our website's growth.

- 5.2.2.1 The hosting services should include, but not be limited to:
 - a) Dedicated server infrastructure for hosting the Legal Aid SA website.
 - b) Experienced, dedicated team available to respond in a timely manner.
 - c) Rapid response to monitoring alerts.
 - d) Daily backups with rolling archives.
 - e) Ensure website security, firewalls, plug-ins, the operating system, and all website artefacts are up-to-date and functioning effectively.
- 5.2.2.2 Bandwidth: Legal Aid SA will require a minimum of 1 terabyte (1 TB) of bandwidth per month. The website should be able to handle an average of 250,000 visits on a monthly basis with quick load times on a standard connection.
- 5.2.2.3 Storage: Require a minimum of 1 terabyte (1 TB) of disc space on the web server.

5.2.3 Security

The service provider must provide robust website security measures to prevent unauthorised access, malicious malware and other cyber-attacks. The service provider must implement security protocols that comply with industry standards and regulations. The service provider must also retain a record of unwanted intrusions and provide timely alerts to Legal Aid SA.

- 5.2.3.1 The service provider shall be responsible for ensuring the website's security and resilience against all cyberthreats and vulnerabilities, including but not limited to the following:
- a) Keeping all the website software components up-to-date.
 - b) Keeping the plugins up-to-date and submitting a quote for annual plugin licence renewal three months before their expiration.
 - c) Ensure the website is using high-standard encryption, equivalent to or higher than the SHA-256 standard.
 - d) Keeping Socket Secure Layer (SSL) certificates up-to-date to ensure secure data transfer.
 - e) Limit and manage user permissions and access.
 - f) Keep the anti-malware software up-to-date.
 - g) Implement security measures against common attacks, including XSS injections, SQL injections, session hijacking, distributed denial of service (DDoS) attacks, et cetera.
 - h) Keep the web app firewall up-to-date.
 - i) Protection against defacement and hacking of the website.
 - j) Implementation of CAPTCHA to prevent email harvesting.
 - k) To implement advance javascripts to obfuscate emails from your website.
 - l) Maintain a reliable online contact form for users to fill out and submit in place of showing Legal Aid SA email addresses.
 - m) Maintain consistent use of graphics or scripts to display email addresses on your websites.
 - n) Implement network security controls such as firewalls and IDS/IPS to ensure blocking of unauthorised access to cloud metadata.
 - o) Perform regular monitoring of the website's cloud environment for unauthorised access or abnormal behaviour.
 - p) Ensure that anti-CSRF tokens are implemented and validated properly on all forms and requests that could lead to sensitive actions. This includes validating the origin of the request and ensuring that the token is unique for each session and cannot be reused.
 - q) Ensure that the CSP header is properly configured and set to restrict the sources of content that can be loaded on the web page. This includes setting policies to restrict loading of scripts, stylesheets, and other types of content to trusted sources only.
 - r) Ensure that all pages of the website use only HTTPS instead of HTTP.

- s) Ensure the implementation of strong password policies, use key-based authentication, regularly monitor and patch any vulnerabilities in your SSH server software, and use secure protocols such as SSHv2 to mitigate vulnerabilities for port 22 (SSH). Additionally, ensure that access to SSH servers is restricted to only trusted users and devices, and use firewalls to block unauthorised access to the port.

5.2.4 Support and Service Level Agreement

The service provider must provide SLAs that guarantee the availability, performance and security of the website. The SLAs must include response time for website support and maintenance requests, as well as penalties for non-compliance.

5.2.4.1 The priority level of the security and maintenance required is critical or high as it affects website availability, thus impacting the user’s productivity level. For Legal Aid SA to provide its clients with a secure and reliable website, the service provider must ensure that it meets the following expectations:

- a) Legal Aid SA’s policy and procedures must be followed at all times.
- b) Response times: issues raised by Legal Aid SA are attended to within the turnaround times stipulated in *Table 1: Service Level Agreement Turnaround Times*.
- c) The turnaround time will be measured according to the initial diagnosis time, the estimated time to provide a solution to the request and the penalty that will be applied if the action is not performed within the stipulated times.
- d) When a request is escalated the service provider needs to diagnose the root cause of the problem and provide feedback to Legal Aid SA.

Table 1: Service Level Agreement Turnaround Times

No.	Priority	Description	Turnaround Time
1	Critical level calls	These are issues that have a significant impact on the Legal Aid SA website, such as a website outage or security breach.	Immediate resolution with response time of 1 hour or less and a resolution time of 4 hours or less.

2	High level calls	These are issues that have a significant impact on the Legal Aid SA website, but may not be as urgent as critical issues. Examples may include a critical system feature that is not functioning or a data loss.	Turnaround time with a response time of 2 hours or less and a resolution time of 8 hours or less.
3	Medium level calls	These are issues that have a moderate impact on the Legal Aid SA website. Examples may include a non-critical feature not functioning as expected or a non-urgent bug.	Turnaround time with a response time of 4 hours or less and a resolution time of 24 hours or less.
4	Low level calls	These are issues that have a minor impact on the customer's business or may not impact the customer's business at all. Examples may include a request for a minor change or a cosmetic issue.	Turnaround time with a response time of 8 hours or less and a resolution time of 48 hours or less.

5.2.5 Website Maintenance

The service provider must provide website maintenance services that ensure the website's optimum performance and minimum downtime. The service provider must also provide website analytics to monitor website performance, such as website traffic and website load time.

5.2.5.1 The service provider shall be responsible for regular website maintenance during the duration of the contract. The maintenance must ensure the following objectives:

- a) The website remains free of errors and bugs.
- b) Encourages continued traffic growth.
- c) Delivers a positive user experience.
- d) Strengthen Search Engine Optimisation (SEO) and Google rankings.

5.2.5.2 The maintenance shall include, but is not limited to:

- a) Content updates (pages, resources, navigation and images as needed).
- b) Repairs and debugging of any issues.
- c) Adding new functionality and plugins.

- d) Adding, removing and managing overall pages and page structure.
- e) Support and training, as needed.

5.2.6 Licencing of website components

The service provider must provide annual licencing of website plugins that support the website's functionalities and features. The service provider must also provide technical support for website plugins.

- 5.2.6.1 The service provider shall be responsible for ensuring the website plugins and all its artefacts are licenced annually and kept up-to-date.
- 5.2.6.2 The service provider shall be responsible for obtaining and submitting the annual licence quotation at least three months before the expiration period.
- 5.2.6.3 The cost of an annual website plugin licence renewal must be included in the RFQ pricing, with projected escalations where applicable.

5.2.7 Website analytics and reporting

The service provider must provide website analytics and reporting services to monitor website performance, such as website traffic, website load time and user behaviour. The service provider must also provide periodic reports to Legal Aid SA with insights and recommendations for website improvement.

- 5.2.7.1 The service provider shall attend a mandatory service level agreement (SLA) meeting held in the first week of the month for a duration of not more than one hour per session.
- 5.2.7.2 The service provider shall submit the monthly report at least two days before the meeting, containing the following updates:
 - a) Website host operating system details and versions.
 - b) Website platform system details and versions.
 - c) List of attempted login failures and users.
 - d) Firewall summary indicating the attacks blocked on the website.
 - e) Top IP addresses blocked in the past 30 days.
 - f) List of backup recovery points for the website database and files.
 - g) An audit trail of the website maintenance by the website master.

- h) An audit trail of the website maintenance by Legal Aid SA content manager.
 - i) Website performance over the period of 30 days.
- 5.2.7.3 The service provider will be responsible for providing a monthly Google Analytics report to Legal Aid SA. The report should include, among other data, the number of visitors, page views, sessions, bounce rate, search words and statistics according to those search words.
- 5.2.7.4 The service provider shall also be responsible for the submission of a biannual SEO (search engine optimisation) report that will review the state of the website's ranking.

5.2.8 Development

The service provider will be responsible for developing and implementing new website functionality enhancements to meet the evolving demands and goals of Legal Aid SA. The development should have a detailed project plan with timetables that do not exceed six (6) months from the project's start date.

The service provider is required to enhance the website with the following functionalities:

5.2.8.1 RFQ and RFI sections

- a) Currently, the Tender section has tabs for Open Tenders, Closed Tenders, Cancelled Tenders and Awarded Tenders.
- b) The service provider is required to extend the same functionality for a Request for Quotation (RFQ) section.
- c) The service provider is also required to extend the same functionality for a Request for Information (RFI) section.

5.2.8.2 Selfhelp Portal

- a) The current selfhelp legal topics are all housed on one page and accessible via a single URL, making it difficult to pull accurate analytics and to enable targeted publicity on topics.
- b) To allow for more accurate analytics and targeted publicity of topics, the service provider must re-design the selfhelp portal to have each topic hosted on its own dedicated page.
- c) The selfhelp portal should also have the ability to create or generate automated forms with the ability to request user input and then generate a legal document template in PDF format that is downloadable.

5.2.8.3 Legal Aid Application Form

- a) The service provider is required to enhance the functionality of the website to enable clients to complete and submit a legal aid application form online.
- b) The online application must be sent to the email address dedicated to receiving and analysing website legal aid application form submissions, from which the process will be taken forward.
- c) The website must generate a temporary reference number and provide both a copy of the application and the reference number to the applicant (see **Annexure C: Application Form**).

5.2.8.4 Advanced Chatbot Functionality

The integration of advanced chatbot functionality is a key component of the website development and enhancement services that the selected vendor will be responsible for. The advanced chatbot functionality that the vendor will integrate into Legal Aid SA's website will be designed to provide a seamless and personalised user experience. The chatbot will be able to handle user inquiries and provide responses in a natural language that is easy to understand. It will be able to provide users with relevant information, such as service offerings and other related information.

- a) The service provider is required to enhance the website by incorporating an advanced chatbot powered by artificial intelligence to improve user engagement and increase customer service.
- b) The chatbot should be intuitive and offer a powerful platform to empower the organisation to:
 - i. Improve engagement – the bot should assist to build better and improved engagements with clients and engage website visitors naturally through conversations. Capture attention in real-time, build stronger relationships and get higher conversion rates.
 - ii. Build loyal customers – delight customers, collect information and provide great service in real-time, right on our website.
 - iii. Improve customer experience – cut response times and improve customer satisfaction with automated assistants that are available to help 24/7.

- c) The website should include a chatbot with the following functionality:
 - i. The website should have a chatbot integrated into it to provide users with an alternative means of interaction and support.
 - ii. The chatbot should be trained with a variety of data, including frequently asked questions, service information and other relevant content, to provide accurate and helpful responses.
 - iii. The chatbot should be able to understand and respond in multiple languages, depending on the audience.
 - iv. The chatbot should be able to handle a large volume of requests and interactions without slowing down or breaking.
 - v. The chatbot should be able to personalise responses based on user behaviour, preferences and history, to provide a more engaging and relevant experience.
 - vi. The chatbot's performance should be monitored and analysed to measure its effectiveness and identify areas for improvement.
 - vii. The chatbot should have fallback options, such as human support, for situations where it is unable to provide a satisfactory response.

5.3 Non-Functional Requirements

5.3.1 System Ownership

- 5.3.1.1 Legal Aid SA shall have full ownership rights of all products, including but not limited to software and all its components upon completion of the project. Legal Aid SA shall acquire any right, title or interest in or to any product produced in terms of this project and any and all intellectual property rights that is owned by or licenced to Legal Aid SA which is or has been developed independently of this agreement.

5.3.2 Browser Compatibility

- 5.3.2.1 The website should be able to display the website with full functionality in the following browsers:
 - a) Microsoft Edge
 - b) Firefox (Windows, Android, iOS)
 - c) Chrome (Windows, Android, iOS)

- d) Safari (iOS)
- e) Mobile browsers (iOS Safari and Android browsers) on current devices

5.4 Pricing

- 5.4.1 Costing must be indicated clearly and unambiguously, with costing for five years of hosting, support and maintenance included. All costs submitted should be VAT inclusive, if you are a VAT vendor.
- 5.4.2 A detailed costing that breaks down by line item the migration, hosting, relicensing, support and maintenance including development of the website.
- 5.4.3 Once-off costs and recurring monthly fees for a period of five years must be clearly indicated.
- 5.4.4 Costing must be in South African Rands.
- 5.4.5 Quotes must be valid for a duration of six months from the closing date of the RFQ.

6. TECHNICAL PROPOSAL ORGANISATIONAL GUIDELINES

Table 2: *Technical Proposal Organisational Guidelines* below contains the organisational guidelines for proposal responses.

Table 2: Technical Proposal Organisational Guidelines

Proposal Tab No.	Technical Proposal Section
Tab 1	Company Introduction and Relevant Experience
Tab 2	Detailed Proposal addressing the Scope of Work
Tab 3	Project Implementation Methodology
Tab 4	Project Schedule
Tab 5	Migration Plan
Tab 6	Key Personnel Resumes, Qualifications/Certificates and Team Organisation
Tab 7	Service Level Agreement for Security, Hosting, Support and Maintenance
Tab 8	References
Tab 9	Sample Contracts, Warranty and Escrow
Tab 10 – Supplements	Any proposer-submitted materials or documentation not specifically requested through this RFQ may be included as Supplements to the proposal in a separately marked “Supplements” tab of the proposal
Tab 11 – Annexure A	The bidders are required and mandated to complete Annexures A and B included in the specifications. The annexures provided as part of this RFQ will take precedence over any additional documents that may be attached. Annexure A will be used for evaluation and

	scoring, and failure to submit a fully completed Annexure A will result in no points being awarded.
Tab 12	Bidders are required and mandated to complete all annexures provided in detail. Supplementary documents may be annexed by the bidder, however Annexure B: Website Hosting, Support and Maintenance for a period of five years Pricing Schedule should be completed. It is the bidder's responsibility to ensure that the prices are VAT inclusive, and totals are accurate.

7. FUNCTIONAL EVALUATION CRITERIA

The criterion for evaluation of proposals is detailed in the section below. Bidders who score less than 80% of the 100 points for functionality will be disqualified, and will not be evaluated further.

Max Points	Criteria	Points
	Company Experience	
	A company profile with more than five (5) years of industry experience relevant to the RFQ is provided.	15
	Company Industry Experience Years	5
	5 or more years' industry experience	5
	4 years' industry experience	4
	3 years' industry experience	3
	2 years' industry experience	2
	1 year industry experience	1
	No industry experience	0
	Client list of contracts awarded for similar services in the past 5 years. The bidder must complete the client list template provided on the Annexure A—Functional Requirements worksheet.	5
15	5 or more Clients provided	5
	4 Clients provided	4
	3 Clients provided	3
	2 Clients provided	2
	1 Clients provided	1
	No Clients provided	0
	Number of similar projects successfully completed in the past 5 years	5
	5 projects completed successfully	5
	4 projects completed successfully	4
	3 projects completed successfully	3
	2 projects completed successfully	2
	1 project completed successfully	1

	No projects completed successfully	0
Written references		
5	The service provider must provide reference letters from contactable references for the provision of similar services within the past 5 years. Reference Letters should be dated and signed, and not older than 5 years.	5
	5 positive, dated and signed reference letters attached and not older than 5 years.	5
	4 positive, dated and signed reference letters attached and not older than 5 years.	4
	3 positive, dated and signed reference letters attached and not older than 5 years.	3
	2 positive, dated and signed reference letters attached and not older than 5 years.	2
	1 positive, dated and signed reference letter attached and not older than 5 years.	1
	No reference letter attached	0
Quality of project technical team		
5	The service provider must provide the CV of a Project Leader who will be assigned to this project, indicating the experience, qualifications and/or certificates relevant for this project. The CV must be accompanied by qualifications or valid and up-to-date certifications in related fields.	5
	CV of a Project Leader with ND or Degree in IT (Related field) with more than 5 years' experience in similar projects	5
	CV of a Project Leader with Certificate, ND or Degree in IT (Related field) with less than 5 years' experience in similar projects	4
	CV of a Project Leader without qualification or certificates but more than 10 years' experience in similar projects	3
	CV of a Project Leader without qualification or certificates but more than 5 years' experience in similar projects	2
	CV of a Project Leader without qualification or certificates and less than 5 years' experience in similar projects	1
	Project Leader CV not attached	0
Project Implementation Plan		
15	The service provider must provide a project implementation plan on this project that should be completed not later than 6 months from the contract start date. The plan must be detailed and must include, but is not limited to, the following activities and tasks:	15
	• Timeframes	
	• Deliverables	
	• Project Initiation Document	
	• Work Breakdown Structure	
	• Project Risk Assessment	
• Project Resources		

	Project management methodology and a well-presented detailed project implementation plan with the above 6 activities and tasks addressed in detail	15
	Poor or no project management methodology and sub-standard or no project implementation plan	0
	Functional Requirements	
55	Migration	5
	The service provider must be able to migrate the website from the current hosting provider to their hosting infrastructure without causing any downtime or loss of data. The service provider must have a well-defined migration plan and must execute it with minimal disruption to our business operations.	
	Migration of the existing website from the current hosting service to the new vendor hosting environment, including all the website artefacts, database, files and documents.	1
	Migration should ensure that all email aliases are updated, all URLs are updated and accessible and all website functionality and corporate identity is preserved.	1
	The bidder must have a well-defined migration plan and must execute it with minimal disruption to our business operations.	3
	Website Hosting	10
	The service provider must provide reliable website hosting services that ensure 24/7 availability of our public-facing website. The hosting services must support the latest web technologies. The service provider must also provide scalable hosting solutions that can accommodate our website's growth.	
	The hosting services should include, but not be limited to:	2
	a) Dedicated server infrastructure for hosting the Legal Aid SA website.	2
	b) Experienced, dedicated team available to respond in a timely manner.	2
	c) Rapid response to monitoring alerts.	2
	d) Daily backups with rolling archives.	2
	e) Ensure website security, firewalls, plug-ins, the operating system and all website artefacts are up-to-date and functioning effectively.	2
	Security	16
	The service provider must provide robust website security measures to prevent unauthorised access, malicious malware and other cyber-attacks. The service provider must implement security protocols that comply with industry standards and regulations. The service provider must also retain a record of unwanted intrusions and provide timely alerts to Legal Aid SA.	
The service provider shall be responsible for ensuring the website's security and resilience against all cyberthreats and vulnerabilities, including but not limited to the following:	2	
a) Keeping all the website software components up-to-date.	2	
b) Keeping the plugins up-to-date and submitting a quote for annual plugin licence renewal three months before their expiration.		

c) Ensure the website is using high-standard encryption, equivalent to or higher than the SHA-256 standard.	2
d) Keeping Socket Secure Layer (SSL) certificates up-to-date to ensure secure data transfer.	2
e) Limit and manage user permissions and access.	1
f) Keep the anti-malware software up-to-date.	2
g) Implement security measures against common attacks, including XSS injections, SQL injections, session hijacking, distributed denial of service (DDoS) attacks, et cetera.	2
h) Keep the web app firewall up-to-date.	2
i) Protection against defacement and hacking of the website.	1
Website Maintenance	9
The service provider must provide website maintenance services that ensure the website's optimum performance and minimum downtime. The service provider must also provide website analytics to monitor website performance, such as website traffic and website load time.	
The service provider shall be responsible for regular website maintenance during the duration of the contract. The maintenance must ensure the following objectives:	
a) that the website remains free of errors and bugs.	
b) encourages continued traffic growth.	
c) delivers a positive user experience.	
d) strengthens SEO and Google rankings.	
The maintenance shall include, but is not limited to:	
a) Content updates (pages, resources, navigation and images as needed).	
b) Repairs and debugging of any issues.	
c) Adding new functionality and plugins.	
d) Adding, removing and managing overall pages and page structure.	
e) Support and training, as needed.	
Licensing of website components	4
The service provider must provide annual licensing of website plugins that support the website's functionalities and features. The service provider must also provide technical support for website plugins.	
The service provider shall be responsible for ensuring the website plugins and all its artefacts are licenced annually and kept up-to-date.	
The service provider shall be responsible for obtaining and submitting the annual licence quotation at least three months before the expiration period.	
The cost of an annual website plugin licence renewal must be included in the RFQ pricing, with projected escalations where applicable.	
Website analytics and reporting	12
The service provider must provide website analytics and reporting services to monitor website performance, such as website traffic, website load time and user behaviour. The service provider must also provide periodic reports to Legal Aid SA with insights and recommendations for website improvement.	

	The service provider shall attend a mandatory service level agreement (SLA) meeting held in the first week of the month for a duration of not more than one hour per session.	1
	The service provider shall submit the monthly report at least two days before the meeting, containing the following updates:	
	a) Website host operating system details and versions.	1
	b) Website platform system details and versions.	1
	c) List of attempted login failures and users.	1
	d) Firewall summary indicating the attacks blocked on the website.	1
	e) Top IP addresses blocked in the past 30 days.	1
	f) List of backup recovery points for the website database and files.	1
	g) An audit trail of the website maintenance by the website master.	1
	h) An audit trail of the website maintenance by Legal Aid SA content manager.	1
	i) Website performance over the period of 30 days.	1
	The service provider will be responsible for providing a monthly Google Analytics report to Legal Aid SA. The report should include, among other data, the number of visitors, page views, sessions, bounce rate, search words and statistics according to those search words.	1
	The service provider shall also be responsible for the submission of a biannual SEO (search engine optimisation) report that will review the state of the website's ranking.	1
Service Level Agreement for Support and Maintenance		
5	The service provider must provide a proposed Service Level Agreement. The SLA must be detailed and must include, but is not limited to, the following:	5
	• Outline Responsibilities of Service Provider	
	• Outline Responsibilities of Legal Aid SA	
	• Service Schedule	
	• Billable Work and Rates of Services	
	• Operating Hours of the Service Provider	
	• Limitations of Service Provider	
	• Penalties Clause	
	SLA complies with the minimum specification	5
SLA partially complies with the minimum specification	2.5	
SLA does not comply with minimum requirements	0	
TOTAL		100

The bids that achieve 80% or more for the Functionality Evaluation will be further evaluated on the 80/20 points system where 80 points are for pricing, and 20 points are for preferential procurement requirements.

8. RIGHTS TO SUBMITTED MATERIAL

It shall be understood that all proposals, responses, inquiries or correspondence relating to or in reference to this RFQ, and all reports, charts and proposals referencing information submitted in response to this RFQ, shall become the property of Legal Aid SA and will not be returned. Legal Aid SA will use discretion with regard to disclosure of proprietary information contained in any response but cannot guarantee information will not be made public. As a Government entity, Legal Aid SA is subject to making records available for disclosure.

9. CONFIDENTIAL INFORMATION

- 9.1** Any written, printed, graphic, electronic or magnetically recorded information furnished by Legal Aid SA for the respondent's use is the sole property of Legal Aid SA. This proprietary information includes, but is not limited to, customer requirements, customer lists, marketing information and information concerning Legal Aid SA employees, products, services, prices, operations, security measures and subsidiaries.
- 9.2** The respondent and its employees shall keep this confidential information in the strictest confidence and will not disclose it by any means to any person except with Legal Aid SA's approval, and then only to the extent necessary to perform the work under the contract. These confidentiality obligations also apply to the respondent's employees, agents and subcontractors, and the respondent shall be liable for a breach of the confidentiality obligations by any such party. On termination of the contract, the respondent, its employees, agents and subcontractors will promptly return any confidential information in its possession to Legal Aid SA.

10. PAYMENTS

- 10.1** No payment will be made by Legal Aid SA before a service has been fully rendered and signed off by Legal Aid SA.
- 10.2** Payment will be made within 30 days of receipt of the original or certified invoice from the supplier, provided that Legal Aid SA is satisfied with the quality and standard of the supplier's performance.

11. BID CONDITIONS

- 11.1 The following documents must be completed and returned together with the quotation:
- SBD 1
 - SBD 3.1
 - SBD 4
 - SBD 6.1
- 11.2 The bidder must provide proof of registration on National Treasury's Central Supplier Database (CSD) which should reflect that the bidder is an active supplier, is tax compliant and is not a restricted supplier.
- 11.3 Legal Aid SA SCM Policy on preferential procurement: Specific goals will be evaluated using the Preferential Points System Evaluation: 80/20: Price = 80 points and B-BBEE status level of contribution = 20 points.
- 11.4 Bidders are required to provide a valid B-BBEE status level verification certificate or a sworn affidavit where preference points are claimed.
- 11.5 The proposals must be valid for a minimum period of 180 days from the date of issuing and must include VAT where applicable.
- 11.6 The full costs must be disclosed and no variances will be entertained.
- 11.7 The closing date for submissions is **Tuesday, 23 May 2023 at 11h00. Submissions received after the closing date and time will not be considered.**
- 11.8 The bidders must send their quotations, along with the proposal, to the email address listed on the RFQ's cover page, along with fully completed **Annexures A and B** and other required bidding documents.
- 11.9 **All questions or queries relating to the specifications should be forwarded in writing to the contact listed on the cover page by no later than 14:00 on Wednesday, 17 May 2023. The questions or queries should reference a specific paragraph from the RFQ.**
- 11.10 If a bidder discovers an ambiguity, conflict, discrepancy, omission or other error in this RFQ, notice should be provided to the contact person stated on the cover page. Legal Aid SA is not responsible for, and has no liability for or obligation to correct any errors or omissions in this RFQ.

11.11 Legal Aid SA will sign the SLA with the successful bidder, considering the objective criteria under paragraph 12 below has been met, prior to commencement of any work, which will form the contractual basis for the delivery of the services and provide a mechanism to measure the quality of the services. The SLA will include Legal Aid SA's Special Conditions of Contract.

11.12 All enquiries must be directed to:

Ms Janeske Botes

Email address: JaneskeB@legal-aid.co.za

12. OBJECTIVE CRITERIA

12.1 Legal Aid SA, like any other business, relies greatly on suppliers for most services, therefore, the interaction with suppliers/contractors/consultants can have a substantial impact on a Legal Aid SA operation. Legal Aid SA can be negatively impacted by a supplier who does not have a good reputation or has been implicated in unethical activities, by association. To mitigate this reputational risk, Legal Aid SA will investigate any negative and positive news on the particular supplier/contractor/consultant before doing any business and will make an informed decision about association.

12.2 In the event a bidder is found to not satisfy/meet the conditions or requirements set under par. 12.1 above, Legal Aid SA shall exercise its right in awarding the bid using applicable prescripts as provided for under the PPFA (section 2(f), which states, "*the contract must be awarded to the tenderer who scores the highest points, unless objective criteria in addition to those contemplated in paragraphs (d) and (e) justify the award to another tenderer;*").

LEGAL AID SOUTH AFRICA RESERVES THE RIGHT NOT TO MAKE ANY APPOINTMENT AND SHALL NOT ENTERTAIN ANY CLAIM FOR COSTS THAT MAY HAVE BEEN INCURRED IN THE PREPARATION AND THE SUBMISSION OF THE PROPOSALS.

END OF THE REQUEST FOR QUOTATION DOCUMENT