



in the footsteps ...

NELSON MANDELA MUSEUM

Bhunga Building, Owen Street, Mthatha, South Africa | P O Box 52808, Mthatha, 5099, South Africa

Telephone: +27 (0) 47 501 9500 | Facsimile: +27 (0) 047 532 3345

Email: info@nelsonmandelamuseum.org.za | www.mandelamuseum.org.za



in the footsteps ...
Department of Arts and Culture

20 November 2018

TERMS OF REFERENCE

INTRODUCTION

The Nelson Mandela Museum (NMM) operating in two sites, namely Bhunga Building and Nelson Mandela Youth & Heritage Centre in Qunu has a dynamic and enviable opportunity to serve South Africa, as a steward of a living legacy, to share and learn the true story of Nelson Mandela in context, in ways that inspire and empower people.

ASSIGNMENT OBJECTIVE

NMM seeks the services of a suitably qualified, professional, experienced and competent service provider to plan, design, develop and maintain the museum website for a period of two years (twenty-four months).

SCOPE OF WORK

The scope of work to be undertaken by the Service Provider upon appointment will include the following items;

Hosting and Maintenance

- Must provide Hosting with MSQl DB
- Anti-Virus facilities on hosting
- Automatic backup of the website – Internal Backup of the content

- CRON job support – Auto delete temp files regularly to save disc space
- Hosted on local servers – SA
- First and Second line support, 3rd line if needs be
- SLA – Response time
- Provide monthly stats –
- Security and speed is essential

Design and Features

- Content Management System(CMS) – Must be accessible from all kinds of devices)
- Easy and understandable backend – Skills transfer
- Design MUST be graphically appealing – Uncluttered and keeping with trends
- Front page slider – Homepage must be less static and have motion graphics/animation
- Must allow visitors to book visits online, and allow them to choose between Bhunga & Qunu or both
- Must allow anyone to make the donations
- Must be interactive and allow comments and updates
- NMM Facebook and Twitter page integration to the website
- Auto upload to NMM social media pages for latest feeds
- Live comment system with Facebook/Twitter Login for better security – Engaging directly with the audience/visitors to build loyalty, retain readers and build an online community
- High quality with negative spacing designs – Modern trend
- NMM YouTube to be integrated into the website
- NMM Social Media pages’ stats – LIVE stats
- Viewing and scrolling comments and feeds on NMM social media pages
- Social share links on ALL articles and posts – (Google+, Facebook, Twitter, Email etc.)
- Article print facility
- Worldwide visitor stats
- Google maps integration for both sites
- Responsive design for mobile devices

PROPOSAL REQUIREMENTS

- Company profile.
- All bidders must be registered on the National Treasury central database (CSD) and attach a copy of the most recent report to your tender document.
- Original and valid and / or certified copy of B-BBEE status level certificate bearing South African National Accreditation Systems (SANAS) logo from an accredited verification agency or a sworn affidavit. Failure to submit a valid B-BBEE certificate will result in zero preference points being awarded for B-BBEE.
- CVs and professional registration certificates of all team members.
- Reference letters should be provided, as well as an indication of experience with similar projects.

EVALUATION PROCESS

Proposals will be evaluated on an **80/20 preference points system** as prescribed in the Preferential Procurement Regulations of 2017.

Functionality will be evaluated independently using the following criteria;

Value: 1=Poor; 2=Average; 3=Good; 4=Very good; 5=Excellent

Criteria	Weight	Value	Actual Score
Level of Experience in projects of a similar nature (attach signed reference letters in client letterhead)	40	5 – More than five projects 3- Between three and five projects 1- Less than three projects	
Qualifications and Experience (Key team member's certificates)	30	5 – More than five	

Relevant technical qualification – Minimum National Diploma(3 years)		years' experiences 4- Five years 3- Four years 2- Three years 1- Less than three years	
Project plan and methodology A detailed proposed project plan in executing the assignment. (not more than five pages)	20	5 Excellent 3 Good 1 Poor	
Local Supplier (Proof of address)	10	5- Eastern Cape region 3- Other regions outside EC Province 1- Outside SA	
Total	100		(So)

Functionality will further be used as the evaluation stage which will determine bidders who qualify for the next stage of evaluation, namely Price and other specific goals, with a result that any bidder who scores **less than 70 points** on functionality will be disqualified and not considered for the next stage.

GENERAL

Completed proposals must be sent to this email address,
supplychain@nelsonmandelamuseum.org.za on or before **Thursday, 22 November 2018 at 12H00 mid-day**

A successful bidder will be required to come to the NMM, Bhunga Building and present their proposal to NMM team.

ENQUIRIES

Enquiries may be directed to the following persons:

FOR BID ADMINISTRATION & SERVICE PROVIDER SPECIFICATIONS
Mr. A. Tshiki
Tel: 047 501 9504
Email: adadume@nelsonmandelamuseum.org.za
SUPPLY CHAIN SPECIALIST
Technical Enquiries:
Mr W. Quzu
Tel: 047 501 9524
Email: wandile@nelsonmandelamuseum.org.za
ICT SPECIALIST

Should the service provider have reason to believe that the Terms of Reference are structured for a particular brand or service provider, they should raise the objection in writing with the Nelson Mandela Museum within 10 days from the placement of the advert.



Mr B. Tyhulu

Chief Executive Officer