



a world class African city



City of Johannesburg  
Metropolitan Tech Company

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## REQUEST FOR QUOTATION:

Metropolitan Tech Company (MTC) hereby invites suitably qualified and experienced service providers to submit quotations for the provision of **website hosting services** for the MTC corporate website.

## BACKGROUND

The Metropolitan Tech Company (MTC) established a new Municipal Entity (ME) that is responsible to manage and maintain the Johannesburg Broadband Network. The ME is a 100% owned entity of the City of Johannesburg. MTC is responsible for many of the Smart City Programs of the City as well as renders the full spectrum of Information and Communication Technologies services to the City and many of its Municipal Entities. MTC began operating as such as at the 4th of September 2015.

### 1. Background

Metropolitan Tech Company (MTC) is a municipal entity of the City of Johannesburg. MTC seeks to appoint a reliable service provider to host, secure, and maintain the availability of its corporate website to ensure optimal performance, security, and accessibility.

### 2. Scope of Services

The appointed service provider will be required to provide the following services:

- Secure website hosting (local or cloud-based)
- High availability and uptime (minimum 99.5%)
- Sufficient server storage and bandwidth
- Daily automated backups and disaster recovery
- SSL certificate and website security
- Protection against malware, hacking, and cyber threats
- Technical support and maintenance (business hours and/or 24/7 support)
- Website monitoring and performance reporting

### Technical Specification & Compliance

The Service Provider is required to provide a hosting environment that adheres to the following:

- **Data Sovereignty:** All primary and backup data must reside on physical infrastructure within the borders of the **Republic of South Africa**.
- **Performance:** Servers must utilize SSD/NVMe storage with a minimum of [99.9%] uptime guarantee, supported by a formal Service Level Agreement (SLA).



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- **Security Stack:**
  - **WAF:** Managed Web Application Firewall to prevent common exploits.
  - **DDoS:** Always-on mitigation for volumetric attacks.
  - **SSL:** Provision and renewal of a minimum Domain Validated (DV) SSL certificate.
- **Disaster Recovery:** Automated daily backups with a minimum retention period of 30 days, stored in a separate South African data center/zone.
- **POPIA Compliance:** The provider must act as an 'Operator' under POPIA and provide a signed declaration/framework outlining their technical measures for protecting personal information.

**Contract Period:** The successful bidder will be appointed for a fixed term of **Twelve (12) months**, subject to an annual performance review. MTC reserves the right to terminate the contract with 30 days' notice should the Service Level Agreement (SLA) targets not be met for three consecutive months.

**EVALUATION CRITERIA**

|   | <b>Adherence to technical Requirements</b>   | <b>Points</b> |
|---|--|---------------|
| <b>Technical compliance and hosting</b> | Hosting environment clearly defined (cloud/VPS/dedicated) 5<br><br>Minimum 99.5% uptime guaranteed 5<br><br>Adequate storage & bandwidth 5<br><br>Daily backups & disaster recovery 5<br><br>Security features (SSL, malware protection, firewall) 5 | 25            |
| <b>Project Refence</b>                  | 3 or more contactable references of similar projects 20<br><br>2 contactable references of similar projects 15<br><br>1 contactable reference of similar project 5<br><br>No proven experience 0   | 20            |
| <b>Relevant experience</b>              | <b>Proven track record in corporate/telecom hosting.</b><br><br>• 5+ years' experience 15  | 15            |



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|                       |  |    |
|-----------------------|--|----|
|                       | <ul style="list-style-type: none"> <li>• 3-4 years' experience 10</li> <li>• 1-2 years' experience: 5</li> </ul>   |    |
| <b>Technical team</b> | <p><b>Staff Competency (CVs required):</b></p> <ul style="list-style-type: none"> <li>• Lead Technician with a Diploma/Degree in IT, Web Dev, or Computer Science (10).</li> <li>• Proficiency in Web Technologies (HTML, CSS, JavaScript) for site maintenance (5).</li> <li>• Certification in Hosting/Cloud Security (Azure, AWS, or CWP) (5).</li> </ul>   | 20 |
| <b>Project plan</b>   | <p><b>Migration &amp; Support.</b></p> <p>The Service Provider must submit a comprehensive Project Implementation Plan that outlines the end-to-end transition of the MTC website from the incumbent provider to the new live environment. This plan must demonstrate a "Zero-Downtime" approach.</p> <ul style="list-style-type: none"> <li>• Comprehensive migration plan (zero downtime)10</li> <li>• 24/7 Support structure with clear escalation path 10</li> </ul> | 20 |

Bidders must score a minimum of 80 points to proceed to price and preference evaluation.

**DELIVERABLES & PRICING**

| <b><u>DELIVERABLES &amp; PRICING</u></b>                            | <b>Quantity</b> | <b>Price</b> |
|---|-----------------|--------------|
| Pricing should include all the requirement as per the specification |                 |              |
|   |                 |              |
|   | Sub Total       |              |
|   | VAT             |              |
|   | Total           |              |