



NOTICE NUMBER: SCTIE MINI 11 2026

South Coast Tourism and Investment Enterprise (SCTIE) is responsible for promoting tourism and investment on the KZN South Coast and for maintaining a professional, accurate and accessible digital presence for visitors, investors and stakeholders.

In order to support this mandate, SCTIE operates an integrated set of digital platforms which include the tourism website Visit KZN South Coast at <http://visitkznsouthcoast.co.za>, the investment website Invest KZN South Coast at <https://www.investkznsouthcoast.co.za>, the corporate website South Coast Tourism and Investment Enterprise at <https://www.sctie.co.za>, the Explore KZN South Coast mobile application and a range of connected social media and digital communication channels.

These platforms together form the SCTIE digital ecosystem and serve as the primary information and engagement environment for travellers, tourism product owners, investors, partners and the wider public. The stability, accuracy and performance of this ecosystem are essential to the effective delivery of SCTIE objectives, including visitor information, destination marketing, investment promotion and stakeholder communication.

Through this request for quotation, SCTIE seeks to appoint a suitably qualified and experienced service provider to manage, maintain and further develop these digital assets. The appointed provider will be responsible for the ongoing technical management of the websites and mobile application, the operation and updating of all related plugins and integrations, the maintenance of hosting and staging environments, the management of the digital visitor information centre and directories, and reporting.

TERMS OF REFERENCE (TOR)

Appointment of a Digital Specialist for Digital Marketing, Website and App Management Services.

Contract Period: 03 Months (January - March 2026)

1. OBJECTIVE

The objectives of this appointment include:

- Enhancing destination awareness and strengthening the KZN South Coast brand.
- Ensuring SCTIE's digital platforms are updated, functional and optimised for user engagement.

2. SCOPE OF WORK

2.1 DIGITAL PLATFORM MANAGEMENT

2.1.1. The appointed provider will manage the full operational lifecycle of the following digital platforms. Each platform must be costed independently.

2.1.2. Tourism Website

Visit KZN South Coast - URL: <http://visitkznsouthcoast.co.za>

2.1.3. Investment Website

Invest KZN South Coast - URL: <https://www.investkznsouthcoast.co.za>

2.1.4. Corporate Website South Coast Tourism and Investment Enterprise - URL: <https://www.sctie.co.za>

2.1.5. Operational responsibilities include, not limited to:

- content uploads and downloads,
- directory listing updates,
- Image and media optimization,
- version control,
- backup management,
- security enhancement,
- performance optimization,
- Web and Domain hosting oversight,

2.1.6. staging environment maintenance and routine operational cycles.

2.1.7. staging environment maintenance and routine operational cycles.

2.2. WEBSITE PLUGIN MANAGEMENT

2.2.1. All plugins must be costed as independent items.

2.2.2. Each plugin requires update management, configuration, compatibility checking and stability assurance.

2.2.3. Investment Website Plugins

- Smart Slider 3 Pro
- Ultimate Addons for Elementor Lite
- Under Construction
- Vala Members
- Vala Posts
- Vala Showcase Posts
- WPFront Scroll Top
- WPFront User Role Editor

2.2.4. Corporate Website Plugins

- LoginPress
- Max Mega Menu
- MC4WP Mailchimp for WordPress
- Premium Addons for Elementor
- Site Kit by Google
- Ultimate Addons for Elementor Lite
- Under Construction

2.2.5. Tourism Website Plugins

- GeoDirectory Marker Cluster
- GeoDirectory Review Rating Manager
- GeoDirectory Social Importer
- Google Analytics Dashboard for WP GADWP
- Gutenberg
- Max Mega Menu
- MC4WP Mailchimp for WordPress
- Ninja Forms
- Post Duplicator

2.3. MOBILE APPLICATION ARCHITECTURE DEVELOPMENT AND SYSTEM MANAGEMENT

- 2.3.1. The Explore KZN South Coast mobile application must be supported, maintained and updated in full.
- 2.3.2. The app is built using a React environment and is synchronised with the tourism website through a shared WordPress content management system and API integration.
- 2.3.3. The database for the mobile application is built using Node JS and hosted through Heroku.

The provider must maintain:

- React components,
- WordPress CMS synchronisation,
- WordPress API stability,
- plugin update compatibility,
- Heroku hosting,
- Node JS database maintenance, staging and production environments,
- quarterly updates for Google Play and Apple App Store, app compliance,
- crash monitoring,
- performance optimisation,
- GeoDirectory structures,
- mapping layers,
- Google Maps uptime and directory synchronisation.

2.4. DIRECTORY MANAGEMENT AND GEOLOCATION SYSTEMS

- 2.4.1. The appointed provider must maintain GeoDirectory structures,
- 2.4.2. ensure listing accuracy,
- 2.4.3. enable geolocation triggers,

- 2.4.4. manage regional notifications,
- 2.4.5. maintain map libraries,
- 2.4.6. maintain Google Maps compatibility, and ensure uninterrupted directory data flow.

2.5. DIGITAL MANAGEMENT REQUIREMENTS

- 2.5.1. The service provider shall maintain all digital content through creations or upload of professional,
- 2.5.2. Non-AI content creation of new blog articles if required
- 2.5.3. partner content,
- 2.5.4. CEO blog,
- 2.5.5. press release pages,
- 2.5.6. specials and more,
- 2.5.7. The provider must maintain relationships with all content partners
- 2.5.8. manage monthly or bi-monthly plugin update cycles.

2.6. DIGITAL VISITOR INFORMATION CENTRE REQUIREMENTS

- 2.6.1. The service provider will ensure that the digital visitor information centre remains up to date with continuous listing maintenance, weekly updates with the SCTIE office and complete accuracy of listing information for travellers.

2.7. TOURISM PACKAGES, RESEARCH INFORMATION AND NEWSLETTER DESIGN AND MANAGEMENT

- 2.7.1. the provider shall upload and maintain tourism packages
- 2.7.2. research information
- 2.7.3. the provider must design and contribute to newsletters and prioritise timely uploading.
- 2.7.4. the provider must submit all POE reports within SCTIE deadlines.

2.8. GOOGLE ADVERTISING & SEO

The service provider must provide support with regards to:

- 2.8.1. Implementation Google advertising campaigns.
- 2.8.2. Paid social media advertising across all platforms.
- 2.8.3. Monitoring and optimisation of all websites.
- 2.8.4. Conduct keyword research and implement an effective SEO strategy.
- 2.8.5. Provide regular updates on SEO improvements and rankings.

2.9. DIGITAL ANALYTICS & REPORTING

The service provider must:

- 2.9.1. Produce monthly analytics reports covering platform performance, traffic, reach, engagement, conversions and recommendations.
- 2.9.2. Monitor online trends and audience behavior
- 2.9.3. Provide quarterly trend analysis reports highlighting visitor and investor interests.

2.10. STRATEGIC DIGITAL SUPPORT

The appointed provider shall:

- Offer strategic advice on digital marketing, content planning and “Always On” campaign execution.
- Provide website coaching for SCTIE staff development.
- Maintain effective working relations with influencers, partners and tourism stakeholders.

3. EVALUATION CRITERIA

3.1. Functionality Score – Criteria

- This quotation is based on functionality, price and preference. Therefore, bidders must ensure all evidence is supplied.
- All bids will be scored according to the following functionality criteria, any bids received scoring below 70% will be invalid and not considered further.
- The evaluation panel will evaluate proposals according to the supply chain policy however, SCTIE is insistent that the successful appointee meets the following in that they MUST have provable experience and supply evidence in:

Competence		Aspect	Weight
Company Experience and Capacity	Website	<ul style="list-style-type: none">• Hosting• Updates• Maintenance• Development	40
	Mobile APP	<ul style="list-style-type: none">• Hosting• Updates• Maintenance• Development	50
	Search Engine Optimisation		10
		Total	100

The following is the guide, which bidders MUST take into consideration in preparing their bids, and understanding the evaluation criteria, and evidence that is required to support information submitted.

Tabulated below is the detail on how the committees will be allocating points:

COMPANY EXPERIENCE & CAPACITY

1. 1.4.1 Website: Hosting, Updates, Maintenance and Development (Provide letters confirming the work that you have done)			
2. Elements		Clients	
All 4 Elements	20	5+ Clients	20
3 Elements: Please Specify	15	4-5 Clients	15
2 Elements: Please Specify	10	3-4 Clients	10
0-1 Element	5	2-3 Clients	5
		1- 2 Clients	3

1.4.2 Mobile APP: Hosting, Updates, Maintenance and Development			
<p>Please provide at least 3 Clients and or examples of Mobile Apps which you have managed and are published on Google Play Store and Apple iStore AND Supply letters confirming the work that you have done for them.</p> <p>Please also indicate whether there is a single content management system or not for seamless integration to a website or not.</p>			
3 Clients on both platforms	40		
2 Client on both platforms	30		
1 Client on both platforms	20		
0 Clients	0		
Single Content Management system between Website & Mobile APP for integration	YES = 10	NO = 5	

1.4.4 Search Engine Optimisation	
Provide letters from 3 Clients confirming your services of SEO supplied, with positive outcomes	
3 Clients with positive results	10
2 Clients with positive results	7
1 Client with positive results	5
No clients	00

Quotations must be marked: **SCTIE MINI 11 2026** and must be sent to or delivered to **16 Bisset Street**, Port Shepstone, 4240 by no later than **15 DECEMBER 2025 at 10H00**. For all transactions exceeding R15000.00 a valid Tax Clearance Certificate or the SARS Pin from SARS must be furnished.

The attached MBD 1 and MBD 4 must be filled, signed and submitted with the quote.

NB: Members or Directors of Companies or service providers who are state employees are not allowed to bid or quote.

FAILURE TO COMPLY WITH THESE CONDITIONS MAY INVALIDATE YOUR OFFER.

All queries in respect of the above should be addressed to Lihle on 039-682 7944 or lihle@sctie.co.za.

The Agency does not bind itself to accept the lowest or any quotation and reserves the right to accept the whole or any part of the quote.

4 **VALIDITY PERIOD**

Prices must be valid for a minimum of 90 days from the closing of the quotation.

All queries in respect of the above should be addressed to Lihle on 039-682 9744 or [Lihle@sctie.co.za](mailto:lihle@sctie.co.za).

SCTIE does not bind itself to accept the lowest or any quotation and reserves the right to accept the whole or any part of the quote.

COMPANY STAMP COMPANY STAMP

COMPANY FULL NAME

AUTHORISED SIGNATURE FULL NAME &
SIGNATURE

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF MUNICIPALITY/ MUNICIPAL ENTITY)

BID NUMBER:	CLOSING DATE:	CLOSING TIME:	
DESCRIPTION			

THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (MBD7).

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)

SUPPLIER INFORMATION

NAME OF BIDDER			
POSTAL ADDRESS			
STREET ADDRESS			
TELEPHONE NUMBER	CODE	NUMBER	
CELL PHONE NUMBER			
FACSIMILE NUMBER	CODE	NUMBER	
E-MAIL ADDRESS			
VAT REGISTRATION NUMBER			
TAX COMPLIANCE STATUS	TCS PIN:	OR	CSD No:
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	<input type="checkbox"/> Yes <input type="checkbox"/> No	B-BBEE STATUS LEVEL SWORN AFFIDAVIT	<input type="checkbox"/> Yes <input type="checkbox"/> No

[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER PART B:3]
TOTAL NUMBER OF ITEMS OFFERED		TOTAL BID PRICE	R
SIGNATURE OF BIDDER	DATE	
CAPACITY UNDER WHICH THIS BID IS SIGNED			

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO: TECHNICAL INFORMATION MAY BE DIRECTED TO:

DEPARTMENT		CONTACT PERSON	
CONTACT PERSON		TELEPHONE NUMBER	
TELEPHONE NUMBER		FACSIMILE NUMBER	
FACSIMILE NUMBER		E-MAIL ADDRESS	
E-MAIL ADDRESS			

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR ONLINE**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR THE TAX COMPLIANCE STATUS (TCS) CERTIFICATE OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.
- 2.4 FOREIGN SUPPLIERS MUST COMPLETE THE PRE-AWARD QUESTIONNAIRE IN PART B:3.
- 2.5 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.6 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.7 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

- 3.1. IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? YES NO
- 3.2. DOES THE ENTITY HAVE A BRANCH IN THE RSA? YES NO
- 3.3. DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? YES NO
- 3.4. DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? YES NO
- 3.5. IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? YES NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.

**NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.
NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE.**

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

DATE:

SOUTH COAST TOURISM AND INVESTMENT ENTERPRISE	Supplier Application Form	Date:
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DECLARATION OF INTEREST

- 1 No bid will be accepted from persons in the service of the state.
- 2 Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority and/or take an oath declaring his/her interest.

3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

3.1 Full Name:

3.2 Identity Number:

3.3 Company Registration Number:

3.4 Tax Reference Number:.....

3.5 VAT Registration Number:

3.6 Are you presently in the service of the state?YES / NO

3.6.1 If so, furnish particulars.....

3.7 Have you been in the service of the state for the past twelve months?YES / NO

3.7.1 If so, furnish particulars.....

.....

3.8 Do you, have any relationship (family, friend, other) with persons in the service of the state who may be involved in the evaluation and / adjudication of this bid?YES?NO

3.8.1 If so, furnish particulars.....

.....

3.9 Are you, aware of any relationship (family, friend, other) between a bidder and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid?YES / NO

3.9.1 If so, furnish particulars.....

3.10 Are any of the company's directors, managers, principal shareholders or stakeholders in service of the state?.....YES / NO

3.10.1 If so, furnish particulars.....

3.11 Is any spouse, child or parent of the company's directors, managers, principal shareholders or stakeholders in service of the state?.....YES / NO

3.11.1 If so, furnish particulars.....

SOUTH COAST TOURISM AND INVESTMENT ENTERPRISE	Supplier Application Form	Date:
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**SECTION E:
DECLARATION**

I/WE, THE UNDERSIGNED, WARRANTS THAT I AM/WE ARE DULY AUTHORISED TO DO SO ON BEHALF OF THE ENTERPRISE TO CERTIFY THAT THE INFORMATION SUPPLIED IN TERMS OF THIS DOCUMENT WITH ADDITIONAL INFORMATION IS CORRECT AND ACCURATE AND ACKNOWLEDGES THAT

1. The enterprise complies with all requirements for recognition as a Black / Priority Population Group / Black Business Enterprise / Priority Business Enterprise / Woman Business Enterprise / Disabled Person Enterprise / SMME (Delete as applicable) as defined, and
2. The contents of this Affidavit are within my personal knowledge, and save where stated otherwise are to the best of my belief both true and correct.
3. The enterprise will be required to furnish documentary proof if requested to do so.
4. If the information supplied is found to be incorrect then South Coast Tourism and Investment Enterprise in addition to any remedies, it may have; may
 - i Recover from the Enterprise all costs, losses or damages incurred or sustained by the Municipal Entity as a result of the award of any business, and/or
 - ii Take any other action as may be deemed necessary.

Signature.....

Name.....

I.D
Number.....

Duly authorised to sign on behalf of:

.....

Address.....

.....

.....

Telephone.....