Regional Energy Regulators Association of Southern Africa

Terms of Reference (ToR) for Web Hosting and Management Services

1. Background
The Regional Energy Regulators Association (RERA) is a formal association of energy regulatory bodies in the Southern African Development Community (SADC) region. RERA's website (www.rera.org) serves as a key platform for sharing information, promoting collaboration among members, and enhancing transparency in the energy sector.

The current web hosting and management services agreement has expired. RERA therefore seeks to procure a new service provider to ensure continued functionality, security, and enhancement of its web presence.

2. Objective
To secure a qualified and experienced service provider to host, manage, and maintain the RERA website, ensuring high availability, data security, performance optimization, and regular content and system updates.

3. Scope of Work
The service provider shall provide the following services:

3.1 Web Hosting Services
- Provide secure, reliable, and scalable hosting for the RERA website.
- Ensure at least 99.9% uptime.
- Offer automatic daily backups with a minimum 30-day retention.
- Provide SSL certificate management.
- Ensure fast page loading times and support for high traffic.

3.2 Website Management and Maintenance
- Routine CMS updates (e.g., WordPress, Joomla).
- Plug-in/module updates and compatibility checks.
- Regular security scans and malware removal.
- Broken link checks and repairs.
- Database optimization and cleanup.

3.3 Content Updates
- Uploading and formatting content provided by RERA (e.g., reports, news, publications).
- Basic graphic design for banners or announcements, when needed.
- Ensure responsive design for mobile and tablet devices.

3.4 Technical Support
- Provide email and phone-based technical support during business hours.
- Emergency support for critical issues (e.g., downtime, security breaches).
- Troubleshooting and resolving website-related issues promptly.

3.5 Performance and Analytics
- Provide monthly reports on website performance, uptime, traffic, and security incidents.
- Recommend improvements based on analytics and performance insights.

3.6 Handover/Transition
- Ensure proper documentation of all configurations and credentials.
- Assist with transition at contract end or termination to avoid service disruption.

4. Deliverables
- Monthly performance and maintenance reports.
- Quarterly review meetings with RERA Secretariat.
- Fully operational, secure, and updated website at all times.
- Documentation of system settings, backups, and user accounts.

5. Duration of Contract
The contract will be for a period of **two (2) years**, renewable subject to satisfactory performance.

6. Qualification Requirements
- Proven track record in web hosting and management (at least 5 years).
- Experience working with regional or international organizations preferred.
- Skilled team with expertise in web development, CMS, security, and SEO.
- At least three (3) references from previous clients.

7. Proposal Requirements
Interested service providers are requested to submit:
- Technical proposal detailing methodology and approach.
- Company profile and relevant experience.
- CVs of key personnel.
- Financial proposal with detailed pricing.
- References or testimonials.

8. Evaluation Criteria
Proposals will be evaluated based on:
- Technical capacity and experience (40%)
- Proposed methodology (20%)
- Cost effectiveness (30%)
- References and client feedback (10%)

CLOSING DATE:
FRIDAY 26 SEPTEMBER 2025