



**REQUEST FOR TENDER/QUOTE
FOR**

**THE APPOINTMENT OF A SERVICE PROVIDER TO PERFORM WEBSITE AND MEMBER PORTAL DEVELOPMENT AND
MANAGEMENT AT THE RETAIL MOTOR INDUSTRY ORGANISATION FOR A PERIOD OF 3 YEARS.**

**Retail Motor Industry Organisation
P.O. Box 2940 RANDBURG
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TENDER/QUOTE: NADA-Member Portal and Website

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1. INTRODUCTION

RMI seeks to appoint a professional service provider to perform the NADA website and member portal development, in line with the scope outlined in the Terms of Reference or another tender/quote document.

This describes the objectives, scope of work requirements, deliverables, roles and responsibilities, and time frame for this project.

2. BACKGROUND

The Retail Motor Industry Organisation is an Employers' Organisation as defined in terms of section 96(7)(a) of the Labour Relations Act, 1995.

The National Automobile Dealers' Association (NADA), a constituent association of the Retail Motor Industry Organisation (RMI), represents and advocates on behalf of franchised motor vehicle dealers across South Africa. As the industry evolves in response to increasing regulatory complexity, digital transformation, and heightened stakeholder expectations, NADA has identified the need to strengthen its digital platforms as a critical enabler of member engagement, service delivery, and organisational credibility.

NADA's existing website and member interaction tools require enhancement to support a more modern, integrated, and secure digital environment. This includes improving the public-facing website to better communicate NADA's role, value proposition, and advocacy activities, while simultaneously developing a robust member portal that enables secure access to member-only services, resources, compliance information, research outputs, and engagement platforms. A modernised digital ecosystem is essential to support NADA's strategic objectives relating to membership growth and retention, improved communication, industry positioning, and operational efficiency.

In addition, NADA has expanded its suite of member services in recent years, including industry research outputs such as the Dealer Satisfaction Index (DSI), training and development initiatives, events such as the #NADACONnect Conference, regulatory guidance, and member accreditation and branding initiatives. These services require a secure, scalable, and user-friendly digital platform that allows members to easily access information, interact with NADA structures, and derive tangible value from membership.

Recognising international best practice and insights gained through engagement with peer dealer associations, notably NADA USA, digital platforms are increasingly central to effective member mobilisation, data integrity, advocacy coordination, and value delivery. NADA therefore seeks to appoint a suitably qualified and experienced service provider to design, develop, and implement an enhanced website and integrated member portal that aligns with its governance standards, brand positioning, and long-term strategic objectives. The appointment of a professional service provider through a formal procurement process will ensure that the solution is secure, future-proof, and capable of supporting NADA's role as the authoritative and trusted voice of the retail motor industry in South Africa

3. PURPOSE AND OBJECTIVE

Purpose

- The purpose of this Request for Quotation (RFQ) is to appoint a suitably qualified and experienced service provider to design, develop, implement, and support an enhanced NADA website and integrated member portal.
- The initiative seeks to establish a modern, secure, and user-friendly digital platform that strengthens NADA's ability to communicate its value proposition, deliver member services, and support stakeholder engagement.
- The appointment aims to ensure that NADA's digital platforms are aligned with recognised best practice, governance requirements, and the organisation's long-term strategic objectives as a national industry association.

Objectives

- To develop a modern, professionally presented public-facing website that clearly communicates NADA's role, mandate, advocacy activities, and contribution to the retail motor industry.
- To design and implement a secure, scalable member portal that provides controlled access to member-only content, services, and engagement tools.

- To improve accessibility, usability, and consistency of information for NADA members and external stakeholders.
- To support effective membership management through digital functionality, including access to research outputs, industry updates, training, events, and member communications.
- To enable NADA to deliver enhanced value to members through improved digital engagement, operational efficiency, and service integration.
- To ensure compliance with applicable governance, data protection, and cybersecurity standards.
- To provide a future-ready digital solution capable of supporting NADA's evolving programmes, initiatives, and growth over time.

4. INVITATION TO TENDER/QUOTE

Tenders are hereby invited to provide RMI with quotation and project plan for the NADA website and member portal development. Closing date for tenders/quotes is 15 June 2026 at 12:00 and should be sent to:

Ashley Samuel - ashley.samuel@rmi.org.za

5. SCOPE OF WORK

The appointed service provider will be responsible for the end-to-end design, development, implementation, and post-implementation maintenance of an enhanced NADA website and integrated member portal.

5.1. Project Initiation and Governance

- Engage with NADA to confirm project objectives, scope, functional requirements, timelines, and governance arrangements.
- Conduct a formal project kick-off and requirements discovery process.
- Develop and submit a detailed project plan outlining key phases, milestones, deliverables, and responsibilities.
- Nominate a dedicated project manager as the primary point of contact.
- Ensure alignment with NADA governance, branding, data protection, and procurement requirements.

5.2. Website Design and Development (Public-Facing)

- Design and develop a modern, responsive, and accessible public-facing NADA website.
- Ensure compliance with NADA and RMI brand guidelines.
- Present clear information on NADA's mandate, advocacy role, membership value proposition, services, events, research, and stakeholder engagement.
- Develop a content management system (CMS) that allows NADA to manage and update website content independently.
- Ensure compatibility across desktop, tablet, and mobile devices.
- Optimise the website for performance, usability, and search engine visibility (SEO).

5.3. Member Portal Design and Development

- Design and implement a secure, role-based member portal integrated with the NADA website.
- Enable controlled access to member-only content, documents, research outputs, and communications.
- Provide functionality to support:
 - Member authentication and access control.
 - Secure document and resource downloads.
 - Event information and participation support.
 - Distribution of industry updates, circulars, and notices.
- Ensure scalability to accommodate future services, tools, and integrations.

5.4. Systems Integration and Data Management

- Integrate the website and member portal with existing NADA systems where applicable.
- Ensure secure user data handling and compliance with POPIA and relevant data protection standards.
- Implement appropriate cybersecurity controls and access permissions.
- Provide data backup, recovery, and resilience mechanisms.

5.5. Testing and Quality Assurance

- Conduct functional, performance, security, and user acceptance testing.
- Resolve defects and issues identified during testing phases.
- Ensure final solutions meet agreed specifications and quality standards.
- Obtain formal sign-off from NADA prior to go-live.

5.6. Deployment and Go-Live

- Manage the deployment of the website and member portal to the live environment.
- Ensure minimal disruption to existing services during transition.
- Provide go-live support to address initial operational issues.
- Deliver final system documentation and handover materials.

5.7. Training and Knowledge Transfer

- Provide administrator training to designated NADA staff on system use and content management.
- Supply user guides and technical documentation.
- Ensure NADA has the capability to manage and update content post-implementation.

5.8. Maintenance and Support (Mandatory)

The scope of work includes **post-implementation maintenance and support**, commencing from the official go-live date for the duration of the contract, (3 years).

Maintenance and support services must include:

- Ongoing technical support and incident resolution.
- Bug fixes and corrective maintenance.
- Security updates, patches, and system monitoring.
- Performance optimisation and uptime monitoring.
- Limited enhancements or configuration changes, as agreed with NADA.
- Regular maintenance reporting and issue tracking.

5.9. Governance, Compliance, and Reporting

- Maintain compliance with NADA governance, procurement, and reporting requirements.
- Provide regular project updates during development and maintenance phases.
- Ensure confidentiality and protection of NADA and member information at all times.
- Support audit or governance reviews if required.

6. KEY DELIVERABLES AND MILESTONES

Phase 1: Project Initiation and Planning

Key Deliverables

- Approved project initiation document and governance framework.
- Detailed project plan outlining phases, timelines, milestones, and responsibilities.
- Confirmed functional and technical requirements for the website and member portal.
- Communication and reporting framework.

Milestone

- Formal project kick-off and approval of the project plan by NADA.

Phase 2: Design and Architecture

Key Deliverables

- Website and member portal information architecture.
- User experience (UX) and user interface (UI) design concepts.
- Branding and visual design aligned with NADA brand guidelines.
- Technical architecture and security design.

Milestone

- NADA approval of final design concepts and system architecture.

Phase 3: Website Development (Public-Facing)

Key Deliverables

- Fully developed and responsive public-facing NADA website.
- Content Management System (CMS) enabling internal content updates.
- SEO-optimised pages and performance-tested functionality.
- Cross-browser and mobile compatibility.

Milestone

- Completion and approval of the website development phase.

Phase 4: Member Portal Development

Key Deliverables

- Secure, role-based member portal integrated with the website.
- Member authentication and access control functionality.
- Member-only resource repository and document management.
- Communication and information distribution features for members.
- Scalability provisions for future enhancements.

Milestone

- Completion and approval of the member portal functionality.

Phase 5: Systems Integration, Testing, and Security

Key Deliverables

- Integration with existing NADA systems where applicable.
- Data protection and access-control configuration in line with POPIA requirements.
- Comprehensive testing outputs, including:
 - Functional testing
 - Security testing
 - Performance testing
 - User acceptance testing (UAT)
- Issue resolution and refinement.

Milestone

- Successful UAT sign-off by NADA.

Phase 6: Deployment and Go-Live

Key Deliverables

- Deployment of the website and member portal to the live environment.
- Migration of approved content and data.
- Go-live readiness confirmation.
- Initial post-launch support.

Milestone

- Formal go-live and acceptance of the live platform by NADA.

Phase 7: Training and Knowledge Transfer

Key Deliverables

- Administrator and content management training for NADA staff.
- User guides and system documentation.
- Technical handover documentation.

Milestone

- Completion of training and formal knowledge transfer sign-off.

Phase 8: 12-Month Maintenance and Support Period

Key Deliverables

- Ongoing technical support and helpdesk services.
- Bug fixes and corrective maintenance.
- Security patches, system updates, and monitoring.
- Performance optimisation and uptime monitoring.

- Agreed minor enhancements or configuration updates.
- Periodic maintenance and performance reports.

Milestone

- Commencement of the 12-month maintenance period from the official go-live date.
- Successful completion of the 12-month maintenance and support term.

Phase 9: Project Close-Out

Key Deliverables

- Final performance and maintenance report.
- Confirmation of fulfilment of all contractual deliverables.
- Formal project close-out documentation.

Milestone

- Final acceptance and closure of the project by NADA.

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7. TECHNICAL REQUIREMENTS

A. MANDATORY REQUIREMENTS

Failure to comply with **any** of the mandatory requirements below may result in automatic disqualification.

1. Legal and Administrative Compliance

- Proof of company registration (CIPC documentation).
- Valid tax clearance status or tax compliance pin issued by SARS.
- Proof of VAT registration, where applicable.
- Signed declaration of correctness of information submitted.
- Signed confidentiality and non-disclosure undertaking.

2. Experience and Capability

- Demonstrated experience in website and/or digital platform development for corporate, association, or membership-based organisations.
- Evidence of delivery of at least **three (3)** comparable projects of similar scope and complexity.
- Contactable references for each comparable project submitted.
- Proven capability to deliver both development and post-implementation maintenance services.

3. Project Team

- Confirmation of a dedicated project manager assigned to the project.
- Details of key personnel involved, including roles, experience, and relevant qualifications.
- Assurance that adequate resources are available for both development and the 12-month maintenance period.

4. Acceptance of Scope and Maintenance Requirement

- Formal confirmation of acceptance of the full Scope of Work, including:
 - Website development.
 - Member portal development.
 - Testing, training, and deployment.
 - **Mandatory maintenance and support period** post go-live for the duration of the contract.

- Confirmation that all costs related to maintenance are clearly priced and included in the submission.

B. TECHNICAL REQUIREMENTS

Bidders meeting all mandatory requirements will be evaluated against the following technical criteria.

1. Technical Approach and Methodology

- Clear description of the proposed approach to delivering the website and member portal.
- Demonstrated understanding of NADA's objectives as a member-based industry association.
- Logical and structured project methodology covering discovery, design, development, testing, deployment, and maintenance.
- Realistic and achievable project timelines aligned to the milestones set out in the RFQ.

2. Website Development Capability

- Ability to develop a modern, responsive, and accessible public-facing website.
- Use of an established and supported Content Management System (CMS).
- Compliance with accessibility, performance, and usability best practice.
- SEO-friendly design and content structure.
- Cross-browser and mobile responsiveness.

3. Member Portal Functionality

- Demonstrated experience in developing secure, role-based member portals.
- Secure authentication and access control mechanisms.
- Ability to manage member-only content, documents, and communications.
- Scalability to support future enhancements and additional member services.

4. Security and Data Protection

- Adherence to recognised cybersecurity best practice.
- POPIA-compliant handling of personal and organisational data.
- Secure hosting arrangements, including:
 - User authentication.
 - Data encryption.
 - Access control.
 - Backup and recovery procedures.
- Clear explanation of data ownership and protection measures.

5. Systems Integration

- Ability to integrate with existing NADA platforms or systems where required.
- Clear explanation of integration points and data flow.
- Flexibility to accommodate future integrations.

6. Testing and Quality Assurance

- Comprehensive testing strategy, including:
 - Functional testing.
 - Security testing.
 - Performance testing.
 - User acceptance testing (UAT).
- Clear defect management and resolution process.
- Commitment to resolving issues prior to go-live at no additional cost.

7. Training and Knowledge Transfer

- Provision of administrator and content management training for NADA staff.
- Availability of training materials, user manuals, and system documentation.
- Evidence of effective handover practices ensuring NADA's internal capability post-implementation.

8. Maintenance and Support (12-Month Period)

- Clearly defined maintenance and support model covering:
 - Bug fixes and corrective maintenance.

- Security updates and patches.
- Performance monitoring and optimisation.
- Incident response and escalation procedures.
- Defined support availability and response times.
- Regular reporting during the maintenance period.

9. Governance, Reporting, and Communication

- Clear governance and communication structure.
- Regular progress reporting during development and maintenance phases.
- Responsiveness to NADA feedback and change requests.
- Willingness to support governance or audit reviews if required.

8. GOVERNANCE, LICENSING, THIRD-PARTY DEPENDENCIES, and SECURITY ASSURANCES

The appointed service provider shall be required to provide the same level of assurance, control, and compliance as set out in NADA's other related Requests for Quotation and shall, at a minimum, comply with the following requirements:

- The service provider must ensure that all third-party plug-ins, extensions, libraries, frameworks, or external components used in the development or operation of the website and member portal are portable and transferable.
- No third-party dependency may be implemented in a manner that restricts, prevents, or materially complicates the migration of the website or member portal to an alternative service provider or hosting environment in the future.
- The service provider shall warrant that NADA will not be commercially or technically locked-in to any proprietary platform, plug-in, or third-party service without NADA's prior written approval.
- The service provider must provide a written undertaking that:
 - All licences required for third-party software, plug-ins, services, or hosting environments are valid, lawful, and maintained for the full duration of the contract.
 - All licensing terms permit continued use, transfer, and operation of the website and member portal should NADA elect to move the solution to a different service provider or hosting environment.
 - No unauthorised, unlicensed, or trial-based software will be used in the production environment.
- Where hosting, infrastructure, or software-as-a-service (SaaS) components are provided by third parties, the service provider must ensure that:
 - All contractual arrangements, licences, and approvals are in place and compliant with applicable laws and industry standards.
 - Hosting environments meet recognised security, and resilience standards appropriate to a membership-based organisation.
- The service provider shall confirm that all systems, platforms, and third-party components are:
 - Subject to regular security updates and patching.
 - Periodically penetration-tested and vulnerability-assessed by suitably qualified parties.
 - Configured in accordance with recognised cybersecurity best practice.
- The service provider shall indemnify NADA against any loss, liability, or disruption arising from failure to comply with licensing, security, or third-party dependency obligations.
- Upon termination or expiry of the contract, the service provider shall:
 - Provide full cooperation to enable an orderly transition of the website and member portal to NADA or a newly appointed service provider.
 - Deliver all relevant technical documentation, configuration details, licences, and credentials necessary to ensure continuity of service.

9. MANDATORY REQUIREMENTS/DOCUMENTS

- Company prospectus and introduction;
- Declaration by designated representative of business indicating the validity of the tender/quote information provided;
- Declaration of bidder's past supply chain management practices;
- Proposed fee structure;
- Proof of belonging to regulatory body if applicable;
- A valid original or certified copy of B-BBEE Status Level Certificate or sworn affidavit must be submitted;
- Bank details and bank confirmation letter;
- Tax clearance Certificate.

10. ADDITIONAL INFORMATION REQUIRED

- Company history and ownership;
- List of major clients with contact information and details;
- Availability of specialized technical resources necessary to tender the services required in the terms of the scope of work;
- Overall capacity of the firm;

11. COMMUNICATION AND STATEMENT OF GOOD FAITH AND POPIA

All information provided by the RMI in this RFT/RFQ is offered in good faith. Individual items are subject to change from time to time. The RMI makes no certification that any item is without error. Formal communications regarding changes to this RFT/RFQ may be submitted in writing to the originator for consideration.

Information contained in this RFT/RFQ is provided and must be treated in terms of the Protection of Personal Information Act No. 4 of 2013.

12. PRICING

- Bidders must submit prices exclusive of Vat contained in a detailed cost breakdown schedule. The following should be noted:
- The pricing tariffs quoted shall be firm/fixed for the contract period;
- RMI will only pay upon the acceptance of the work performed by the Executive Committee or their designated intermediary;
- The pricing schedule should be based on the scope of work.
- Annual escalations to not exceed CPI (Consumer Price Index).

13. TIMELINES

The successful bidder will be appointed for a period of 3 YEARS commencing with the effective date of appointment. This contract may be extended, subject to agreement by both parties. The period is subject to annual reviews of performance.

14. PROJECT MANAGEMENT AND PROJECT MONITORING

Ashley Samuel will be the Project Manager for the RMI.

The appointed service provider must submit in writing to the Project Manager the following during the course of the project:

- Staff changes affecting the RMI;
- Significant changes to structure and management of the service provider;
- Any issues which may affect the relationship between the two parties including allegations of misconduct or fraud.

15. INDEPENDENCE AND OBJECTIVITY

In carrying out the work, the appointed service provider shall ensure that staff maintain their objectivity by remaining independent of the activities they assess. The service provider shall:

- Have no executive or managerial powers, functions, or duties except those relating to the service provided;
- Not be involved in the day to day running of the RMI;
- Should indicate any prior relationships between key staff within the RMI and the service provider.

16. PREPARATION AND HANDLING OF TENDERS/QUOTES

The Retail Motor Industry will not be held responsible for any expenditure incurred by a supplier or companies in the preparation and handling of tender documents.

17. DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

(For use only with Tenders/quotes)

- The Standard Bidding Document information (see PP2) must form part of all bids submitted.
- This document serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- The bid of any bidder may be disregarded if that bidder or any of its directors have -
 - a. abused the institution's supply chain management system;
 - b. committed fraud or any other improper conduct in relation to such system; or
 - c. failed to perform on any previous contract.

18. ACCEPTANCE AND SIGN-OFF

This Request for Proposal has been approved by the NADA National Executive Committee and issued in accordance with the RMI Delegation of Authority Framework and RMI Procurement Policy.