

Request for Quotation (RFQ) for the supply of website design, user experience enhancement, technical support and hosting services to the CSIR

Date of issue	Friday, 2021/02/19
Closing Date and Time	Friday, 2021/03/05 @ 16:30
RFQ Number	CSIR RFQ 5667/05/03/2021
Contact details	For submission of quotations or any other enquiries: tender@csir.co.za

1 INVITATION FOR QUOTATION

Suppliers are hereby invited to quote the CSIR on the services as listed below.

2 QUOTATION REQUIREMENTS

2.1 Background

The Mandela Mining Precinct is a public-private partnership between State (represented by the Department of Science and Innovation) and the mining industry (represented by the Minerals Council South Africa). The Mandela Mining Precinct facilitates and coordinates the implementation of the South African Mining Extraction, Research, Development and Innovation (SAMERDI) Strategy in collaboration with identified research partners from academia and science councils. The Mandela Mining Precinct is managed and co-hosted by the Council of Scientific and Industrial Research (CSIR) and the Minerals Council South Africa, and is based at the corner of Carlow and Rustenburg Rd, Melville, Johannesburg.

The Mining Equipment Manufacturers of South Africa (MEMSA) has been identified as a strategic partner to the Mandela Mining Precinct, given their role in the mining original equipment manufacturers (OEM) space. In our vision to maximise the returns of South Africa's mineral wealth and in so doing, stimulate the production of local mining equipment, the Mandela Mining Precinct has, through its Real-Time Information Management Systems (RTIMS) research programme developed the Technology Availability and Readiness Atlas (TARA). TARA is an online platform enabling local OEMs to capture their commercially available offerings to the industry, while enabling mining houses to keep abreast of local capabilities and offerings.

The Mandela Mining Precinct-developed platform is positioned to foster the modernisation and mechanisation of mining in South Africa. Punted as the *Autotrader* for South African mining equipment, TARA is intended to seamlessly link mining houses to OEMs, providing a window into local offerings. TARA has been designed to allow OEMs to upload their own

equipment, their technical specifications and images, according to set data fields: stoping and development cycle activities pertaining to drilling, blasting, cleaning and supporting.

The Mandela Mining Precinct seeks to appoint a credible service provider to improve the user interface, enhance both the back and front-end user experience, and add additional functionalities to the online platform:

2.2 User experience:

2.2.1 Enhance the layout of pages, based on research and appropriate benchmarking locally and abroad.

2.2.2 The layout, colours used and design of buttons, etc. must serve as an enhancement to the users' experience presenting a cleaner and more intuitive interface that encourages interaction, thereby guiding the user.

2.2.3 Develop and implement triggers that act as a "call to action" across pages.

2.3 Functionality

2.3.1 Develop the user journey in line with the objectives of TARA.

2.3.2 Add Customer login function allowing potential customers to mark and save favourite items and subscribe to an update newsletter.

2.3.3 Refine the structure and site navigation. For example: Logical placement of the search buttons and clickable areas/items.

2.3.4 Simplify the search functionality and associated filters to reduce the amount of clicks the user makes to reach the goal. Encourage conversion, i.e. contact manufacturer or mark as favourite.

2.3.5 Renaming, rewording and/or adding additional filter terms. Maintain structure in such a way that additional filter terms can be added in future.

2.3.6 Add scrolling ribbon with rolling logos of all contributing OEMs.

2.3.7 Enable predictable search function.

2.4 Security

- The appointed supplier will abide by the CSIR's Information security policies, procedures, standards and guidelines, and/or any policy document normally within the context of an Information Management Security System such as that defined in ISO/IEC 27001
- All information security incident management processes/procedures, including mandatory incident reporting must be documents and reported

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- The CSIR has the right to audit and/or assess the information security protocols put in place, and audit the service provider's compliance to the contract, or employ a third party auditor.
- The service provider must abide by and address issues relating to the Protection of Personal Information Act (POPIA).
- Should the solution be hosted externally and outside of South Africa, the location must be made known to the CSIR. And in this instance, the cross-border requirements of POPIA must be fulfilled.
- If the third parties are used, they must also meet the POPIA requirements
- The supplier will ensure a secure system.
- The supplier will, within three months of hosting, provide the CSIR with the source code of the website. The full source code is to be documented to allow others to take over the maintenance and development once the contract has expired

3. General

3.1 Editorial service to rewrite text to be more engaging and make it clear to the reader what this online platform is for, why it exists, why it is important, and who is involved in it

3.2 Enable Google analytics tracking.

3.3 Provide an SEO report to inform content development and content marketing.

3.4 Technical support, training and hosting for a period of 36 months (3 years). Note: Training will require providing the team with a detailed manual, along with screen grabs and clear instructions.

3.5 Update the existing user manual (for companies uploading their equipment) in line with changes to the back end user interface.

3.6 Maintain an architecture which is cost effective to host, maintain, update and expand. Important to note that this platform needs to appeal to (1) a mine manager or engineer doing an equipment search; and (2) a local OEM looking to sell their offering. The current platform is housed at: <https://miningtara.co.za/>. The application was developed using Node.js (the primary language is Javascript). The visual elements were basic HTML and CSS (with Bootstrap), and EJS templates. Some of the interactive components used JQuery. The database uses MongoDB.

3.7 The appointed service provider will also be required to providing hosting services for a period of three years; and six hours technical support per month for the period.

4. Expected Project Outcomes

Expected outcomes of the project include but is not limited to:

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- Deliver an online platform that clearly indicates its purpose to the user and encourages engagement as well as action;
- Optimize the user experience to be on par with other, similar online platforms;
- Enhanced and seamless search function.
- Hosting, technical support and management of the platform.

5. Competencies required to undertake this scope of work

- Demonstrable knowledge and experience of working with directory websites offering products for sale, with pictures and references
- Content marketing experience
- An understanding of and insight into novel UX trends
- Develop a project plan with costing
- Evidence of quality delivery
- Evidence of delivery within strict timeframes
- Competent and skilled staff to deliver on the project

6. EVALUATION CRITERIA

Selection of suppliers will be based on the 80/20 preference point system.

Supplier should be able to:

- Demonstrate previous website development experience
- Proof of website design capability
- Proof of experience in designing a website with a built-in search functionality containing multiple criteria for commercial purposes
- Incorporate UX trends
- Demonstrate Expertise to write copy for the website
- Provide valid original or certified copy of the B-BBEE Certificate issued by an accredited verification agency and bearing a SANAS logo; **or**
 - ☐ Valid sworn affidavits made on dti designed templates; or
 - ☐ dti issued sworn affidavit; or
 - ☐ CIPC issued B-BBEE certificate.

- g. Indicate CSD number (National Treasury Central Supplier Database) on quotation. If not registered yet on CSD, use www.csd.gov.za to register.
- h. No order will be issued or no contract will be signed without a valid CSD number.

7. PRICING QUOTATION

- a. Price needs to be provided in South African Rand (excl. VAT), with details on price elements that are subject to escalation and exchange rate fluctuations clearly indicated.
- b. Price should include additional cost elements such as freight, insurance until acceptance, duty where applicable, etc.
- c. Payment will be according to the CSIR Payment Terms and Conditions.

8. OTHER TERMS AND CONDITIONS

- a. The supplier shall under no circumstances offer, promise or make any gift, payment, loan, reward, inducement, benefit or other advantage, which may be construed as being made to solicit any favour, to any CSIR employee or its representatives. Such an act shall constitute a material breach of the Agreement and the CSIR shall be entitled to terminate the Agreement forthwith, without prejudice to any of its rights.
- b. A validity period of 90 days will apply to all quotations except where indicated differently on the quote.

9. No goods and/or services should be delivered to the CSIR without an official CSIR Purchase order. CSIR purchase order number must be quoted on the invoice. Invoices without CSIR purchase order numbers will be returned to supplier.

10. Note: This is not a Purchase Order.

DECLARATION BY TENDERER

Only tenderers who completed the declaration below will be considered for evaluation.

RFQ No: 5667/05/03/2021

I hereby undertake to render services described in the attached tendering documents to CSIR in accordance with the requirements and task directives / proposal specifications stipulated in **RFQ No 5667/05/03/2021** at the price/s quoted. My offer/s remains binding upon me and open for acceptance by the CSIR during the validity period indicated and calculated from the closing date of the proposal.

I confirm that I am satisfied with regards to the correctness and validity of my proposal; that the price(s) and rate(s) quoted cover all the services specified in the proposal documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this proposal as the principal liable for the due fulfilment of this proposal.

I declare that I have no participation in any collusive practices with any tenderer or any other person regarding this or any other proposal.

I accept that the CSIR may take appropriate actions, deemed necessary, should there be a conflict of interest or if this declaration proves to be false.

I confirm that I am duly authorised to sign this proposal.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES

1

2

DATE: