

Request for Proposals (RFP)

The development of a mobile application for local municipality and community services interface for the CSIR

RFP No. 897/04/10/2019

Date of Issue	Friday, 20 September 2019	
Closing Date	Friday, 04 October 2019	
Place	Tender box, CSIR Main Reception, Gate 3 (North Gate)	
Enquiries	Strategic Procurement Unit	E-mail: tender@csir.co.za
CSIR business hours	08h00 – 16h30	
Category	Professional Services	

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SECTION A – TECHNICAL INFORMATION

1 INTRODUCTION

The Council for Scientific and Industrial Research (CSIR) is one of the leading scientific research and technology development organisations in Africa. In partnership with national and international research and technology institutions, CSIR undertakes directed and multidisciplinary research and technology innovation that contributes to the improvement of the quality of life of South Africans. The CSIR's main site is in Pretoria while it is represented in other provinces of South Africa through regional offices.

2 BACKGROUND

In response to a call for development of robust municipal infrastructure management systems by the then Department of Science and Technology (DST), the CSIR's Water and Wastewater Infrastructure (W&WWI) Research Group was granted a multiyear project to develop an ICT based system that will contribute towards improvement of service delivery by municipalities. The CSIR has, since then, developed a web-based portal and called it the Municipal Services Corrective Action Request and Response System (CARRS) and resulted in a Technology Demonstrator (TRL7). As the name implies, this tool is used for reporting and tracking service delivery incidents. Currently the system has been piloted in 32 Local Municipalities across the 7 National Provinces and it is being used specifically for water infrastructure incidents management.

The CARRS is currently an "office based" tool as it requires use of a desktop for its application. While this tool has demonstrate a big impact in the area of water services incidents management, it has been gathered from the project case studies that the web-based nature of this tool prohibits maximum impact that can be achieved from its use by municipalities. There are challenges such as delayed logging of the incidents, tracking thereof and finalization of the logged incident all of which are attributable to the web-based nature of this tool. The W&WWI research group is planning to use part of its allocated PG funding to develop a CARRS App that will enhance its functionality, improve its intended impact and prepare it for commercialization and market penetration.

Challenges such as delayed logging of the incidents, tracking thereof and finalization of the logged incident have been reported over the years. These are mainly attributed to the web-based nature of this tool.

The need for servers and database for hosting the services of the mobile application are assumed existing and capacity available. Long-term system maintenance and eventual overhaul are not discussed in the current scope. Further the monetizing model (choice from advertising, pay per download, in-app purchases, freemium, or subscriptions) is not planned for this stage of development, some of which may not be applicable given the target end-user.

3 OBJECTIVES

The CSIR's Water Centre intends to develop a Mobile Application, referred herein CARRS App, that will improve turn-around time to incident register and correction, improve access to community members, preparing the tool for commercialization and market penetration.

It is envisaged that the CARRS app will increase the ease of accessibility to the system as well as increase the number of users. This will lead to increased and rapid reporting of incidents thus reducing water losses and contamination due to infrastructure incidents, such as pipe bursts and leakages. At a social level, this will enhance stability within the communities as riots caused by poor water services will decrease.

4 INVITATION FOR PROPOSAL

Proposals are hereby invited from qualifying service providers for the development of a Mobile Application for the CSIR. The primary requirement relates to a single-platform library coding suitable for Android mobile phones and tablets.

It is expected from the service provider to engage with the CSIR Meraka Institute who developed the web-based platform as it is envisaged that these systems must be integrated and share data. The two platforms must be interchangeable.

5 PROPOSAL SPECIFICATION

All proposals are to be submitted in a format specified in this RFP. However, service providers are welcome to submit additional / alternative proposals over and above the originally specified format.

6 SCOPE OF PROJECT

The short-term plan is to release a beta version of the mobile application that is compatible to Android-run smart phones and tablets. The target date is October 2019. The final release version will be delivered by December 2019. See **Annexure “B”** for the core of the application work-flow and mobile application requirements

7 FUNCTIONAL EVALUATION CRITERIA

7.1 The evaluation of the functional / technical detail of the proposal will be based on the following criteria:

Description	Weight (%)
1. Experience in mobile application development (across various versions of Android, and mobile web applications)	25
2. Experience in publishing and maintaining applications in Android store	10
3. Experience in interactive application UX capabilities and application usability standards	25
4. Experience working in a collaborative effort of self-organising and cross-functional teams and their client	10
5. Quality of portfolio/track record of professional applications designed and built	20
6. Reference Letters on completed projects	10

7.2 Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of **65%** and less than **50%** on any of the individual criteria will be eliminated from further evaluation.

7.3 Refer to **Annexure “A”** for the scoring sheet that will be used to evaluate functionality.

8 ELIMINATION CRITERIA

Proposals will be eliminated under the following conditions:

- Submission after the deadline;
- Proposals submitted at incorrect location.
- Proposals without demonstrated capability in mobile application development.
- The use of proprietary software to substantiate proposals will not be considered.

Preference will be given to suppliers with **Level 1- 4 B-BBEE** contributions

9 NATIONAL TREASURY CENTRAL SUPPLIER DATABASE REGISTRATION

Before any negotiations will start with the winning bidder it will be required from the winning bidder to:

- be registered on National Treasury's Central Supplier Database (CSD). Registrations can be completed online at: www.csd.gov.za;
- provide the CSIR of their CSD registration number; and
- provide the CSIR with a certified copy of their B-BBEE certificate. If no certificate can be provided, no points will be scored during the evaluation process.

SECTION B – TERMS AND CONDITIONS

10 VENUE FOR PROPOSAL SUBMISSION

All proposals must be submitted at:

- **CSIR GATE 03 - Main Reception Area** (in the **Tender box**) at the following address
Council for Scientific and Industrial Research (CSIR)
Meiring Naudé Road
Brummeria
Pretoria

11 TENDER PROGRAMME

The tender program, as currently envisaged, incorporates the following key dates:

- Issue of tender documents: Friday, 20 September 2019
- Closing / submission Date: Friday, 04 October 2019

12 SUBMISSION OF PROPOSALS

12.1 All proposals are to be sealed. No open proposals will be accepted.

12.2 All proposals are to be clearly marked with the RFP number and the name of the tenderer on the outside of the main package. Proposals must consist of two parts, each of which is placed in a separate sealed package clearly marked:

PART 1: Technical Proposal: RFP No.: **897/04/10/2019**.

PART 2: Pricing Proposal, B-BBEE and other Mandatory Documentation:
RFP No.: **897/04/10/2019**.

12.3 Proposals submitted by companies must be signed by a person or persons duly authorised.

12.4 The CSIR will award the contract to qualified tenderer(s)' whose proposal is determined to be the most advantageous to the CSIR, taking into consideration the technical (functional) solution, price and B-BBEE.

13 DEADLINE FOR SUBMISSION

Proposals shall be submitted at the address mentioned above no later than the closing date of Friday, **04 October 2019** during CSIR's business hours. The CSIR business hours are between 08h00 and 16h30.

Where a proposal is not received by the CSIR by the due date and stipulated place, it will be regarded as a late tender. Late tenders will not be considered.

14 AWARDING OF TENDERS

14.1 Awarding of tenders will be published on the National Treasury e-tender portal or the CSIR's tender website. No regret letters will be sent out.

15 EVALUATION PROCESS

15.1 Evaluation of proposals

All proposals will be evaluated by an evaluation team for functionality, price and B-BBEE. Based on the results of the evaluation process and upon successful negotiations, the CSIR will approve the awarding of the contract to successful tenderers.

A two-phase evaluation process will be followed.

- The first phase includes evaluation of **elimination** and **functionality criteria**,
- The second phase includes the evaluation of **price** and **B-BBEE** status.

Pricing Proposals will only be considered after functionality phase has been adjudicated and accepted. Only proposals that achieved the specified minimum qualification scores for functionality will be evaluated further using the preference points system.

15.2 Preference points system

The **80/20** preference point system will be used where **80** points will be dedicated to price and **20** points to B-BBEE status.

16 PRICING PROPOSAL

16.1 Pricing proposal must be cross-referenced to the sections in the Technical Proposal. Any options offered must be clearly labelled. Separate pricing must be provided for each option offered to ensure that pricing comparisons are clear and unambiguous.

16.2 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.

16.3 Price should include additional cost elements such as freight, insurance until acceptance, duty where applicable.

16.4 Only firm prices* will be accepted during the tender validity period. Non-firm prices** (including prices subject to rates of exchange variations) will not be considered.

**Firm price is the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax which, in terms of a law or regulation is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;*

***Non-firm price is all prices other than "firm" prices.*

16.5 Payment will be according to the CSIR Payment Terms and Conditions

17 VALIDITY PERIOD OF PROPOSAL

Each **proposal** shall be valid for a minimum period of three (3) months calculated from the closing date.

18 APPOINTMENT OF SERVICE PROVIDER

18.1 The contract will be awarded to the tenderer who scores the highest total number of points during the evaluation process, except where the law permits otherwise.

18.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement CSIR reserves the right to appoint an alternative supplier.

18.3 Awarding of contracts will be announced on the National Treasury website and no regret letters will be sent to unsuccessful bidders.

19 ENQUIRIES AND CONTACT WITH THE CSIR

Any enquiry regarding this RFP shall be submitted in writing to CSIR at tender@csir.co.za with "RFP No **897/04/10/2019**– The development of a mobile application for local municipality and community services interface for the CSIR" as the subject.

Any other contact with CSIR personnel involved in this tender is not permitted during the RFP process other than as required through existing service arrangements or as requested by the CSIR as part of the RFP process.

20 MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFP must be in English.

21 COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements and specifications of this RFP before submitting proposals. Each tenderer assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. The CSIR is not responsible directly or indirectly for any costs incurred by tenderers.

22 CORRECTNESS OF RESPONSES

- 22.1 The tenderer must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.
- 22.2 The tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

23 VERIFICATION OF DOCUMENTS

- 23.1 Tenderers should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by the CSIR in regard to anything arising from the fact that pages are missing or duplicated.
- 23.2 Either one hard copy or an electronic copy of each proposal must be submitted.
- 23.3 Pricing schedule and B-BBEE credentials should be submitted with the proposal, but as a separate document and no such information should be available in the technical proposal.

23.4 If a courier service company is being used for delivery of the proposal document, the RFP description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered to the tender box, by the stipulated due date.

24 SUB-CONTRACTING

24.1 A tenderer will not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than **25%** of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an exempted micro enterprise that has the capability and ability to execute the sub-contract.

24.2 A tenderer awarded a contract may not sub-contract more than **25%** of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an exempted micro enterprise that has the capability and ability to execute the sub-contract.

25 ENGAGEMENT OF CONSULTANTS

The consultants will only be remunerated at the rates:

25.1 Determined in the "Guideline for fees", issued by the South African Institute of Chartered Accountants (SAICA); or

25.2 Set out in the "Guide on Hourly Fee Rates for Consultants", by the Department of Public Service and Administration (DPSA); or

25.3 Prescribed by the body - regulating the profession of the consultant

26 TRAVEL EXPENSES

26.1 All travel expenses for the CSIR's account, be it directly via the CSIR's travel agent or indirectly via re-imbursing, must be in line with the CSIR's travel policy. The following will apply:

26.1.1 Only economy class tickets will be used.

26.1.2 A maximum of R1300 per night for accommodation, dinner, breakfast and parking will be allowed.

26.1.3 No car rentals of more than a Group B will be accommodated.

27 ADDITIONAL TERMS AND CONDITIONS

- 27.1 A tenderer shall not assume that information and/or documents supplied to CSIR, at any time prior to this request, are still available to CSIR, and shall consequently not make any reference to such information document in its response to this request.
- 27.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- 27.3 In case of proposal from a joint venture, the following must be submitted together with the proposal:
- Joint venture Agreement including split of work signed by both parties;
 - The original or certified copy of the B-BBEE certificate of the joint venture;
 - The Tax Clearance Certificate of each joint venture member;
 - Proof of ownership/shareholder certificates/copies; and
 - Company registration certificates
- 27.4 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.
- 27.5 Failure to comply with any of the terms and conditions as set out in this document will invalidate the Proposal.

28 CSIR RESERVES THE RIGHT TO

- 28.1 Extend the closing date;
- 28.2 Verify any information contained in a proposal;
- 28.3 Request documentary proof regarding any tendering issue;
- 28.4 Give preference to locally manufactured goods;
- 28.5 Cancel or withdraw this RFP as a whole or in part.

29 DISCLAIMER

This RFP is a request for proposals only and not an offer document. Answers to this RFP must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFP. The CSIR makes no representation, warranty, assurance, guarantee or endorsements to tenderer concerning the RFP, whether with regard to its accuracy, completeness or otherwise and the CSIR shall have no liability towards the tenderer or any other party in connection therewith.

30 DECLARATION BY TENDERER

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

RFP No: 897/04/10/2019.

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 RFP No. **897/04/10/2019** 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:	

31 ANNEXURE “A” FUNCTIONALITY EVALUATION SCORE SHEET

		0	2	5	7	8	10
Description	Weight (%)	No Response	Poor	Average	Good	Very Good	Excellent
Experience in mobile application development (across various versions of Android, and mobile web applications)	25	No information provided	Experience without track record	1 year experience	3 year experience	5 year experience	More than 5 year experience
Experience in publishing and maintaining applications in Android store	10	No information provided	Experience without track record	1 year experience	3 year experience	5 year experience	More than 5 year experience
Experience in interactive application UX capabilities and application usability standards	25	No information provided	Experience without track record	1 year experience	3 year experience	5 year experience	More than 5 year experience
Experience working in a collaborative effort of self-organising and cross-functional teams and their client	10	No information provided	Experience without track record	1 year experience	3 year experience	5 year experience	More than 5 year experience
Quality of portfolio/track record of professional applications designed and built	20	No information provided	Portfolio without evidence	Not Applicable	Portfolio of evidence	Not Applicable	Excellent high profile attractive and useable applications with similar functionality specified in this RFP
Reference Letters on completed projects	10	No information provided	Un-verifiable references	1 reference letter	Verifiable testimonial	Not Applicable	Verifiable testimonial from reputable, high profile applications with similar functionality specified in this RFP

END OF RFP