



## **Request for Proposals (RFP)**

### **The provision of Content Curation and User Management Services for an Online Innovation Portal to the CSIR**

**RFP No. 797/30/10/2017**

Date of Issue	13 October 2017	
Closing Date	30 October 2017	
Place	Tender box, CSIR Main Reception, Gate 3 ( North Gate)	
Enquiries	Strategic Procurement Unit	E-mail: <a href="mailto:tender@csir.co.za">tender@csir.co.za</a>
CSIR business hours	08h00 – 16h30	
Category	Professional Services	

## **TABLE OF CONTENTS**

<b>SECTION A – TECHNICAL INFORMATION</b>	<b>3</b>
<b>1 INTRODUCTION</b>	<b>3</b>
<b>2 BACKGROUND</b>	<b>3</b>
<b>3 INVITATION FOR PROPOSAL</b>	<b>4</b>
<b>4 PROPOSAL SPECIFICATION</b>	<b>5</b>
<b>5 FUNCTIONAL EVALUATION CRITERIA</b>	<b>6</b>
<b>6 ELIMINATION CRITERIA</b>	<b>7</b>
<b>7 NATIONAL TREASURY CENTRAL SUPPLIER DATABASE REGISTRATION</b>	<b>7</b>
<b>SECTION B – TERMS AND CONDITIONS</b>	<b>8</b>
<b>8 VENUE FOR PROPOSAL SUBMISSION</b>	<b>8</b>
<b>9 TENDER PROGRAMME</b>	<b>8</b>
<b>10 SUBMISSION OF PROPOSALS</b>	<b>8</b>
<b>11 DEADLINE FOR SUBMISSION</b>	<b>8</b>
<b>12 AWARDING OF TENDERS</b>	<b>9</b>
<b>13 EVALUATION PROCESS</b>	<b>9</b>
<b>14 PRICING PROPOSAL</b>	<b>9</b>
<b>15 VALIDITY PERIOD OF PROPOSAL</b>	<b>10</b>
<b>16 APPOINTMENT OF SERVICE PROVIDER</b>	<b>10</b>
<b>17 ENQUIRIES AND CONTACT WITH THE CSIR</b>	<b>11</b>
<b>18 MEDIUM OF COMMUNICATION</b>	<b>11</b>
<b>19 COST OF PROPOSAL</b>	<b>11</b>
<b>20 CORRECTNESS OF RESPONSES</b>	<b>11</b>
<b>21 VERIFICATION OF DOCUMENTS</b>	<b>12</b>
<b>22 SUB-CONTRACTING</b>	<b>12</b>
<b>23 ENGAGEMENT OF CONSULTANTS</b>	<b>12</b>
<b>24 TRAVEL EXPENSES</b>	<b>13</b>
<b>25 ADDITIONAL TERMS AND CONDITIONS</b>	<b>13</b>
<b>26 CSIR RESERVES THE RIGHT TO</b>	<b>14</b>
<b>27 DISCLAIMER</b>	<b>14</b>
<b>DECLARATION BY TENDERER</b>	<b>15</b>
<b>28 ANNEXURE A</b>	<b>16</b>

## 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

The Strategic Initiatives Implementation Unit (SII) has been mandated by Department of Science and Technology (DST) to support and incubate various technology commercialisation capacity building initiatives. This in support of the DST's aim of creating and sustaining an enabling environment for innovation, technology development, and the commercialisation of publicly funded R&D.

In support of these objectives the DST, through its Innovation Priorities and Instruments (IPI) sub-programme, has organised and hosted two Innovation Bridge Technology Matchmaking and Showcasing events which took place during 2015 and again in 2017. The DST, with the support of the CSIR, has also developed the first version of the online Innovation Bridge Portal. Both the event and the IB Portal serve as platforms to encourage greater interaction between industry, academia and government in support of the commercialisation of publicly funded R&D.

The Portal is intended to provide more than open innovation collaboration, with the main aim of being a public collaborative innovation portal.

In particular, the vision is that the IB Portal will serve to, among other things:

- **Profile and market South African (SA) technology innovation competencies and products, both nationally and internationally.** The Portal provides a fully searchable database of technologies with related information, including the ability to filter according to sector and technology readiness level; view images and videos of a particular technology and to contact the organisation/individual who is profiling the particular technology. As a complimentary functionality the Portal enables users to profile and

market their projects, as opposed to a single technology, and in so doing, increase the likelihood of partnerships with other organisations/individuals on a project level.

- **Facilitate access to funding and support for researchers and technology developers, particularly at publicly funded R&D institutions, and technology entrepreneurs working in the STI environment.** The Portal provides a fully searchable database of funding opportunities with related information, including the ability to filter according to sector and technology readiness level; view opening - and closing dates of funding opportunities; easily access the correct page on a funder's website via a verified link, and also contact the funder. A support services section provides the added functionality of searching for, and finding the necessary support needed, i.e. patent attorneys; incubation services; technology stations; available support facilities like laboratories and manufacturing facilities, etc.

- **Match researchers, technology developers and entrepreneurs with relevant financiers.**

The Portal has the ability to do automatic matchmaking and inform an organisation/individual via e-mail of such matches. It is up to the organisation/individual to act upon the match, making use of the contact form provided by the IB Portal. The intent is that the value proposition provided by the IB Portal will not exceed the above mentioned level of matchmaking.

The project team has already been assigned and permanent resources include a CSIR technical lead, CSIR project manager, DST project manager and DST project sponsor. The curator/user manager will report directly to the above mentioned CSIR project manager and CSIR technical lead for the duration of the contract.

### **3 INVITATION FOR PROPOSAL**

Proposals are hereby invited for the provision of Content Curation and User Management Services for an Online Innovation Portal to the CSIR.

## 4 PROPOSAL SPECIFICATION

All proposals are to be submitted in a format specified in this enquiry (if applicable). However, tenderers are welcome to submit additional / alternative proposals over and above the originally specified format.

The scope of the Content Curator role is to curate, edit and publish high quality content submitted by users (called content sources) onto the Innovation Bridge Portal and support the digital content strategy. Specific tasks include the following:

- Review submitted content in English for spelling, grammar and style;
- Ensure all content is tagged appropriately;
- Ensure the social media strategy is implemented;
- Review and approve organisations or individuals added to the portal;
- Review the correctness and completeness of content before publishing content;
- Provide detailed comments to the submitters of content that has been declined, including reasons for rejection;
- Ensure that Search Engine Optimization (SEO) principles are followed;
- Monitor the IB Portal content and ensure that it remains up to date – remove content that is outdated and prompt content sources to update their content;
- Structure and optimise content for web and mobile display;
- Maintain the quality of the IB Portal content by scanning regularly for broken content, such as URL's and proactively fix the content or prompt content sources to fix their content;
- Source content for the IB Portal: identify and engage with stakeholders and possible content sources to prompt them to publish on the portal;
- Respond to general queries regarding the IB Portal or redirect requesters to the correct contact person;
- Provide training to relevant users and stakeholders on the use of the IB Portal;
- Draw/compile the necessary reports from the portal and present to the DST and;
- Report issues and bugs on the portal.

The scope of the User Manager role is to manage all users and roles on the IB Portal system. Specific tasks include the following:

- Review applications for new user accounts on the IB Portal, by verifying organisational affiliations and reviewing the submitted motivation for an account;
- Approve/decline applications for new user accounts;
- Activate users upon registration;
- Provide all users with the user roles needed to perform the necessary tasks on the IB Portal;
- Block user access when requested to do so by their organisations;
- Create users;
- Review existing user accounts to check for invalid, insecure or dormant accounts and;
- Handle all user/ permission related issues on the IB Portal system.

The following additional information is relevant:

- One resource is required to fulfil both the content curator and user manager roles as described above;
- Consulting rates will be used as per the DPSA Guide on Hourly Fee Rates for Consultants, with effect from 1 April 2015;

It is envisaged that Content curation and user management services will be required for 80-100 disseminated hours per month.

## 5 FUNCTIONAL EVALUATION CRITERIA

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

FUNCTIONAL CRITERIA	WEIGHT
Knowledge and experience in technology transfer	15%
Knowledge and experience in website curation	25%
Knowledge and experience in the technology innovation domain of South Africa	15%
Knowledge and experience in development of content for the marketing of technology innovations	15%
Language (English) competent	15%
Appropriate post graduate qualification	15%

5.2 Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of **70%** and less than **50%** on any of the individual criteria will be eliminated from further evaluation.

5.3 Refer to Annexure A for the scoring sheet that will be used to evaluate functionality.

## **6 ELIMINATION CRITERIA**

Proposals will be eliminated under the following conditions:

- Submission after the deadline; and
- Proposals submitted at incorrect location.

## **7 NATIONAL TREASURY CENTRAL SUPPLIER DATABASE (CSD) 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](http://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. (RSA suppliers only)

## SECTION B – TERMS AND CONDITIONS

### 8 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

### 9 TENDER PROGRAMME

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

- Issue of tender documents: 13 October 2017
- Closing / submission Date: 30 October 2017
- Estimated contract duration (in months/years) <10 Months

### 10 SUBMISSION OF PROPOSALS

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

10.2 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.: 797/30/10/2017

**PART 2:** Pricing Proposal, B-BBEE and other Mandatory Documentation:  
RFP No.: 797/30/10/2017

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

10.4 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.

### 11 DEADLINE FOR SUBMISSION

Proposals shall be submitted at the address mentioned above no later than the closing date of **30 October 2017** 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.

## **12 AWARDING OF TENDERS**

12.1 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.

## **13 EVALUATION PROCESS**

### **13.1 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**, local production and content.
- 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.

### **13.2 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. If all tenders received are more than R50m, the proposal will be cancelled and re-issued.*

## **14 PRICING PROPOSAL**

14.1 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.

- 14.2 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.
- 14.3 Price should include additional cost elements such as freight, insurance until acceptance, duty where applicable.
- 14.4 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.*

- 14.5 Payment will be according to the CSIR Payment Terms and Conditions.

## **15 VALIDITY PERIOD OF PROPOSAL**

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

## **16 APPOINTMENT OF SERVICE PROVIDER**

- 16.1 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.
- 16.2 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.
- 16.3 Awarding of contracts will be announced on the National Treasury website and no regret letters will be sent to unsuccessful bidders.

## **17 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 797/30/10/2017 – The provision of Content Curation and User Management Services for an Online Innovation Portal to 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.

## **18 MEDIUM OF COMMUNICATION**

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

## **19 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.

## **20 CORRECTNESS OF RESPONSES**

20.1 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.

20.2 The tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

## 21 VERIFICATION OF DOCUMENTS

- 21.1 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.
- 21.2 **One hard copy and one electronic copy (CD or USB memory key)** of each proposal must be submitted. In the event of a contradiction between the submitted copies, the hard copy shall take precedence.
- 21.3 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.
- 21.4 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.

## 22 SUB-CONTRACTING

- 22.1 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.
- 22.2 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.

## 23 ENGAGEMENT OF CONSULTANTS

The consultants will only be remunerated at the rates:

- 23.1 Determined in the "Guideline for fees", issued by the South African Institute of Chartered Accountants (SAICA); or
- 23.2 Set out in the "Guide on Hourly Fee Rates for Consultants", by the Department of Public Service and Administration (DPSA); or
- 23.3 Prescribed by the body - regulating the profession of the consultant.

## **24 TRAVEL EXPENSES**

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

24.1.1 Only economy class tickets will be used.

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

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

## **25 ADDITIONAL TERMS AND CONDITIONS**

25.1 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.

25.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.

25.3 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.

25.4 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.

25.5 Failure to comply with any of the terms and conditions as set out in this document will invalidate the Proposal.

## **26 CSIR RESERVES THE RIGHT TO**

- 26.1 Extend the closing date;
- 26.2 Verify any information contained in a proposal;
- 26.3 Request documentary proof regarding any tendering issue;
- 26.4 Give preference to locally manufactured goods;
- 26.5 Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal);
- 26.6 Award this RFP as a whole or in part;
- 26.7 Cancel or withdraw this RFP as a whole or in part.

## **27 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.

## DECLARATION BY TENDERER

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

**RFP No:** .....

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..... 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: .....

## 28 ANNEXURE A

Functional Criteria	Criteria Description	Weighting	Score of 5	Score of 7	Score of 10
Knowledge and experience in technology transfer	Relevant and suitable examples of expertise and experience as well as references from previous projects/consulting work of similar nature are provided	15	1 example of relevant expertise and experience	2 examples of relevant expertise and experience	2 or more examples of relevant expertise and experience, as well as 1 reference from previous projects/consulting work of similar nature
Knowledge and experience in website curation	Relevant and suitable examples of expertise and experience as well as references from previous projects/consulting work of similar nature are provided	25	1 example of relevant expertise and experience	2 examples of relevant expertise and experience	2 examples of relevant expertise and experience as well as 1 reference from previous projects/consulting work of similar nature
Knowledge and experience in the technology innovation domain of South Africa, including who the role-players and stakeholders are and how the Technology Transfer Office (TTO) + funding space works	Relevant and suitable examples of expertise and experience as well as references from previous projects/consulting work of similar nature are provided	15	1 example of relevant expertise and experience	2 examples of relevant expertise and experience	2 examples of relevant expertise and experience as well as 1 reference from previous projects/consulting work of similar nature
Knowledge and experience in development of content for the marketing of technology innovations	Relevant and suitable examples of expertise and experience as well as references from previous projects/consulting work of similar nature are provided	15	1 example of relevant expertise and experience	2 examples of relevant expertise and experience	2 examples of relevant expertise and experience as well as 1 reference from previous projects/consulting work of similar nature
Language (English) competent	Relevant and suitable examples of expertise and experience in writing his/her own content	15	1 example of relevant expertise and experience	2 examples of relevant expertise and experience	3 examples of relevant expertise and experience
Appropriate post graduate qualification	Description of qualifications	15	Appropriate honors degree	Appropriate masters degree	Appropriate post graduate qualifications in more than one discipline e.g. science; business; technology etc