

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

### **The provision of Professional Services and Support to the CSIR for an Evaluation tool for Programme Monitoring**

**RFP No. 3533/12/08/2022**

<b>Date of Issue</b>	29 July 2022	
<b>Compulsory briefing session</b>	N/A	
<b>Closing Date</b>	12 August 2022	
<b>Place</b>	<a href="mailto:tender@csir.co.za">tender@csir.co.za</a>	
<b>Enquiries</b>	Strategic Procurement Unit	E-mail: <a href="mailto:tender@csir.co.za">tender@csir.co.za</a>
<b>CSIR business hours</b>	08h00–16h30	
<b>Category</b>	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**

The Anglo American Municipal Capability & Partnership Programme (MCPP) is specifically designed to support local municipal capacity and sustainable service delivery in local municipalities where Anglo American Business Unit operations are located. The current phase of the MCPP is targeted at nine (10) local municipalities. The specific emphasis of the programme is to contribute to institutional, organisational, and individual capability development (tools, people, processes, systems), in line with government's capacity development framework.

Anglo American has partnered with the CSIR to implement the programme. The 10 targeted local municipalities (LM) are listed as follows:

1. Fetakgomo Tubatse LM – Limpopo Province
2. Moses Kotane LM – North West
3. Musina LM – Limpopo Province
4. Mogalakwena LM – Limpopo Province
5. Blouberg LM – Limpopo Province
6. Gamagara LM – Northern Cape
7. Tsantsabane LM – Northern Cape
8. Steve Tshwete LM – Mpumalanga
9. Emalahleni LM – Mpumalanga
10. Thabazimbi LM – Limpopo Province

The MCPP supports 3 specific municipal service and capability focus areas in the various LMs:

- Water Services Management;
- Infrastructure Management; and,
- Strategic and Development Planning.

The MCPP has various initiatives currently being executed in the 10 local municipalities and needs to monitor and evaluate progress towards various programme outcome targets, as well as

continuously track changes in perspective and behaviour to allow for programme adaptation and learning.

### **3. INVITATION FOR PROPOSAL**

Proposals are hereby invited for provision of a web-based tool to enable evaluation, learning and adaptation in the MCP programme across ten (10) local municipalities, with a specific capability to support collecting participant narratives and perceptions and real-time analyses of emerging trends through data quantification tools.

### **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 tool/solution should **at least** have the following functional specifications and proven capabilities:

#### **Collect data/stories through interviews or through online methods**

- Collection of micro-narratives from participants involved in the various initiatives, in written or voice form, possibly pictures or video
- Collect demographic information from participants
- Collect participant answers to a series of semi-structured questions
- Enable participants to signify (self-analyse) their own narratives, considering a number of anticipated options and progress markers
- Enable participants different options of privacy settings
- Collection of above data, as well as micro-narratives through means of a mobile or other application (which must be available on-line as well as off-line) that provides easy access to participants to record, submit, and self-signify the narratives
- Capture data offline and upload information once connected to the internet. This should include the capability to host data on secure cloud-based system and allow accessibility via remote log in.

#### **Analytical, interpretation, visualisation, and reporting capabilities**

- Ability to generate a series of options and progress markers to assist interpretation and participant self-interpretation of the data
- Analytical tool and visualisation tools that will enable various project partners various levels of access to evaluation and reflections
- Provision of a visual representation of participants experiences and trends, shifts, change in the system and comparisons and change over time

- Functionality to explore and identify emergent social patterns and capability to provide various views on these for project team leaders and participating teams  
This should include:
  - a. Ability to capture responses at a large scale, minimum 8000 responses per LM over a period of 5 years
  - b. Ability to provide deeper statistical analyses for longitudinal patterns
  - c. Ability for real-time analyses and reporting
- Allow for the transfer of data in workable format to clients
- Allow for dashboard customisation and access control
- Have POPI compliance
- Allows for full anonymity and participant choice to share or withhold narratives (POPIA compliance) and secured data storage

#### **Reliability, affordability, value**

- Illustration of proven use of the tool/system in complex contexts
- Review by users, as well as NGO and academic environments
- Ease of use by participants
- User (initial design as well as continuous) support services
- Access to data, information, and reporting views by various project partners
- Temporal and geographic and other comparisons
- Have a developed mobile application compatible with IOS and Android. Proof of the application to be submitted and demo-version to be made available.

### **5. FUNCTIONAL EVALUATION CRITERIA**

#### **Phase 1 Evaluation:**

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

#### **1. On-line Tool/System Capability to address Functional Requirements (50%):**

- a. Meets 100% of the critical requirements
- b. Meets “other” requirements

**NOTE: Clearly illustrate the way in which system/tool aligns/supports the capabilities (see section 4) required by the MCP programme.**

#### **2. Demonstrated Track Record On-line Tool/System: (20%)**

- Demonstrated experience for Governments (local and international), NGO, research, and business applications in the past 6 years – (5%) – company profile indicating Client, cost, year completed?
- Minimum of 4 references/case studies illustrating the relevance and viability of the tool and the support team in the past 6 years. (10%)
- Proof of peer review and credibility in the science and user community (5%)

3. **Expertise and ability to provide technical support to a core MCPP team in the development and use of the tool and relevant data capturing, analyses and viewing functionalities (20%):**

**Detailed Methodology submitted highlighting support to aspects listed below**

- a. Highlight technical and team support to MCPP throughout agreed licensing period – ***Organogram indicating resource that will support MCPP – identifies dedicated contact person and technical support.***
- b. Explicit about narrative signification process.
- c. Specific reference to data quantification and analysis
- d. Support with development, design and adaptation of evaluation system for MCP Programme.

4. **Presentation (10%):**

- Bidders are required to achieve a minimum threshold of 50 points on each of the individual criteria, and a minimum threshold of 70 points overall the above three (3) to be invited for presentation
- Specific requirements of the presentation will be distributed to successful bidders and based on system/tool functionality and application in MCPP context.

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.

Refer to Annexure A for the scoring sheet that will be used to evaluate functionality in Phase 1.

## **6. ELIMINATION CRITERIA**

Proposals will be eliminated under the following conditions:

- Submission after the deadline;
- Proposals submitted at incorrect location;
- Bidders that are listed on the NT database of restricted suppliers will not be considered.
- Bidders that are registered on the NT Register of Tender Defaulters will not be considered.
- Bidders that do not submit a fully completed and signed SBD 1 and SBD 4 Form will not be considered.

## **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 with 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. PROPOSAL SUBMISSION**

8.1 All proposals must be submitted using the following email address: [tender@csir.co.za](mailto:tender@csir.co.za)

8.2 Proposals must consist of two parts, each of which is marked:

**PART 1:** Technical Proposal: RFP No.: 3533/12/08/2022

**PART 2:** Pricing Proposal, B-BBEE, and other Mandatory Documentation: RFP No.:3533/12/08/2022

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

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.

### **9. TENDER PROGRAMME**

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

- Issue of tender documents: 29 July 2022
- Closing / submission Date: 12 August 2022

### **10. DEADLINE FOR SUBMISSION**

Proposals shall be submitted using the email address mentioned above no later than the closing date of **12 August 2022** 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 at the stipulated place, it will be regarded as a late tender. Late tenders will not be considered.

### **11. AWARDING OF TENDERS**

Awarding of tenders will be published on the CSIR website. No regret letters will be sent out.



## 12. EVALUATION PROCESS

### Evaluation of proposals

12.1 All proposals will be evaluated by an evaluation team for technical requirements and 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.

12.2 A three-phase evaluation process will be followed:

- The first phase includes evaluation of **elimination** and **functionality criteria**;
- The second phase will consist of a **presentation and interview** with the bidders that have passed the first phase of the evaluation (evaluation criteria will be communicated at the time of the invite); and,
- The third phase includes the evaluation of **price** and **B-BBEE** status.

12.3 Pricing proposals will only be considered after functionality and presentation phases have been adjudicated and accepted.

12.4 Only proposals that achieved the specified minimum qualification scores for functionality will be evaluated further using the preference points system.

### 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.

## 13. PRICING PROPOSAL

13.1 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.

13.2 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.

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

13.4 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.*

13.5 Payment will be according to the CSIR Payment Terms and Conditions.

13.6 A contingency amount has been allocated for unforeseen costs across the programme which needs to be motivate for and approved in writing prior to usage of funds.

#### **Pricing Schedule:**

<b>Item No.</b>	<b>Description</b>	<b>Unit</b>	<b>Amount</b>
1	Total Cost for 2022	Lump Sum	
2	Total Cost for 2023	Lump Sum	
3	Total Cost for 2024	Lump Sum	
4	Total Cost for 2025	Lump Sum	
Sub-total			
add 15% VAT			
<b>Total</b>			

#### **14. VALIDITY PERIOD OF PROPOSAL**

14.1 Each proposal shall be valid for a period of six (6) months calculated from the closing date.

#### **15. APPOINTMENT OF SERVICE PROVIDER**

15.1 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.

15.2 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.

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

## **16. ENQUIRIES AND CONTACT WITH THE CSIR**

16.1 Any enquiry regarding this RFP shall be submitted in writing to CSIR at tender@csir.co.za with “RFP No ----/05/08/2022 - **The provision of Professional Services and Support to the CSIR for an Evaluation tool for Programme Monitoring**” as the subject.

16.2 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.

## **17. MEDIUM OF COMMUNICATION**

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

## **18. COST OF PROPOSAL**

18.1 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.

## **19. CORRECTNESS OF RESPONSES**

19.1 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.

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

## **20. VERIFICATION OF DOCUMENTS**

20.1 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.

20.2 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. SUB-CONTRACTING**

- 21.1 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.
- 21.2 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.

## **22. ENGAGEMENT OF CONSULTANTS**

The consultants will only be remunerated at the rates:

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

## **23. TRAVEL EXPENSES**

All travel expenses for the CSIR's account, if any, 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:

Only economy class tickets will be used.

A maximum of R1 400 per night for accommodation, dinner, breakfast and parking will be allowed.

## **24. ADDITIONAL TERMS AND CONDITIONS**

- 24.1 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.
- 24.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.

24.3 In case of proposal from a joint venture, the following must be submitted together with the proposal:

- 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.

24.4 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.

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

## **25. 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.

## **26. 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:.....

## ANNEXURE A: SCORING SHEET

Evaluation Criteria				
Item	Criteria	Weighting	Sub-criteria	Points
<b>1</b>	<b>On-line Tool/System Capability</b>	<b>50%</b>		
1.1	Collect data/stories through interviews or through online methods (with specifications as in section 4)	15%	Exceeds specified requirements	10
			Meets all specified requirements	5
			Does not meet specified requirements	0
1.2	Analytical, interpretation, visualisation, and reporting capabilities (with specifications as in section 4)	15%	Exceeds specified requirements	10
			Meets all specified requirements	5
			Does not meet specified requirements	0
1.3	Reliability, affordability, value (with specifications as in section 4)	20%	Exceeds specified requirements	10
			Meets all specified requirements	5
			Does not meet specified requirements	0
<b>2</b>	<b>Demonstrated Track Record On-line Tool/System</b>	<b>20%</b>		
2.1	Demonstrated experience for Governments (local and international), NGO, research, and business applications in the past 6 years	5%	Exceeds specified requirements > 6 yrs	10
			Meets all specified requirements – 6yrs	5
			Does not meet specified requirements - <6 yrs	0
2.2	Minimum of 4 references/case studies illustrating the relevance and viability of the tool and the support team in the past 6 years	10%	Exceeds specified requirements > 4 ref letters submitted	10
			Meets all specified requirements 4 ref. letters submitted	5
			Does not meet specified requirements - < 4 ref letters submitted	0
2.3	Proof of peer review and credibility in the science and user community – Minimum 4 papers or peer review	5%	Exceeds specified requirements - > 4 papers	10
			Meets all specified requirements – 4 papers	5
			Does not meet specified requirements - < 4 papers	0

<b>3</b>	<b>Expertise and ability to provide technical support to a core MCPP team</b>	<b>20%</b>		
a	Expected technical and team support available throughout agreed licensing period	5%	Meets all specified requirements	10
			Meets some but not all requirements	5
			Does not meet specified requirements	0
b	Narrative signification process meets MCPP needs	5%	Exceeds specified requirements	10
			Meets all specified requirements	5
			Does not meet specified requirements	3
c	Data quantification and analysis meets MCPP requirements for monitoring, learning and adaptation, as well as for participant reflection and learning	5%	Exceeds specified requirements	10
			Meets all specified requirements	5
			Does not meet specified requirements	0
d	Support with development, design and adaptation of evaluation system, immediately and throughout the licensing period as the programme grows	5%	Exceeds specified requirements	10
			Meets all specified requirements	5
			Does not meet specified requirements	0
<b>4</b>	<b>Presentation</b>	<b>10%</b>		
	<ul style="list-style-type: none"> <li>• Tool demonstration</li> <li>• Ability for confidentiality</li> <li>• Demonstrated cases where system/tool was used and outcomes</li> <li>• Funding structure</li> <li>• Off-site support</li> <li>• Detailed requirements for presentation will be communicated to successful bidders.</li> </ul>	10%	Exceeds expectations for MCPP	10
			Exceeds minimum requirements however there are envisaged issues.	7
			Meets minimum requirements for MCPP	5
			Aspects of system applicable to MCPP but gaps in envisaged functionality	3
			System not applicable to MCPP	0



## Annexure B – Checklist

<b>System/Tool Requirements</b>	<b>Yes</b>	<b>No</b>
<b>Collect data/stories through interviews or through online methods</b>		
<ul style="list-style-type: none"> <li>Collection of micro-narratives from participants involved in the various initiatives, in written or voice form, possibly pictures or video</li> </ul>		
<ul style="list-style-type: none"> <li>Collect demographic information from participants</li> </ul>		
<ul style="list-style-type: none"> <li>Collect participant answers to a series of semi-structured questions</li> </ul>		
<ul style="list-style-type: none"> <li>Enable participants to signify (self-analyse) their own narratives, considering a number of anticipated options and progress markers</li> </ul>		
<ul style="list-style-type: none"> <li>Enable participants different options of privacy settings</li> </ul>		
<ul style="list-style-type: none"> <li>Collection of above data, as well as micro-narratives through means of a mobile or other application (which must be available on-line as well as off-line) that provides easy access to participants to record, submit, and self-signify the narratives</li> </ul>		
<ul style="list-style-type: none"> <li>Capture data offline and upload information once connected to the internet. This should include the capability to host data on secure cloud-based system and allow accessibility via remote log in.</li> </ul>		
<b>Analytical, interpretation, visualisation, and reporting capabilities</b>		
<ul style="list-style-type: none"> <li>Ability to generate a series of options and progress markers to assist interpretation and participant self-interpretation of the data</li> </ul>		
<ul style="list-style-type: none"> <li>Analytical tool and visualisation tools that will enable various project partners various levels of access to evaluation and reflections</li> </ul>		
<ul style="list-style-type: none"> <li>Provision of a visual representation of participants experiences and trends, shifts, change in the system and comparisons and change over time</li> </ul>		
<ul style="list-style-type: none"> <li>Functionality to explore and identify emergent social patterns and capability to provide various views on these for project team leaders and participating teams This should include: <ul style="list-style-type: none"> <li>d. Ability to capture responses at a large scale, minimum 8000 responses per LM over a period of 5 years</li> <li>e. Ability to provide deeper statistical analyses for longitudinal patterns</li> <li>f. Ability for real-time analyses and reporting</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>Allow for the transfer of data in workable format to clients</li> </ul>		
<ul style="list-style-type: none"> <li>Allow for dashboard customisation and access control</li> </ul>		
<ul style="list-style-type: none"> <li>Have POPI compliance</li> </ul>		
<ul style="list-style-type: none"> <li>Allows for full anonymity and participant choice to share or withhold narratives (POPIA compliance) and secured data storage</li> </ul>		
<b>Reliability, affordability, value</b>		
<ul style="list-style-type: none"> <li>Illustration of proven use of the tool/system in complex contexts</li> </ul>		
<ul style="list-style-type: none"> <li>Review by users, as well as NGO and academic environments</li> </ul>		

▪ Ease of use by participants		
▪ User (initial design as well as continuous) support services		
▪ Access to data, information, and reporting views by various project partners		
▪ Temporal and geographic and other comparisons		
▪ Have a developed mobile application compatible with IOS and Android. Proof of the application to be submitted and demo-version to be made available.		