

Expression of Interest (EOI)

To provide Digital Events Solutions and Virtual Event Platforms to the CSIR for a period of 3 years on an “as and when required” basis.

EOI No. 8053/04/02/2022

Date of Issue	Wednesday, 16 February 2022
Last date for submission of intent to bid form (Appendix A)	Monday 21 February 2022 at 16h30
Compulsory Briefing Session	Thursday 24 February 2022 @ 11:00-12:00. Link to be shared 24 hours prior.
Closing Date and Time	Friday, 04 March 2022 at 16:30 – Late bids will not be considered.
Enquiries and submission of proposals	All responses must be submitted to: tender@csir.co.za Submissions cannot be submitted to any other address, as this will lead to elimination
Contact details	All enquiries must be submitted to tender@csir.co.za . This email is only for submission or enquiries. (Please use the RFP number as the subject reference)
CSIR business hours	08h00 – 16h30

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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, the 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 CSIR views events as a valuable engagement tool and hosts a range of events that enable and encourage dialogue between the organisation and its stakeholders. Due to the increasing demand for virtual events the CSIR is shifting physical events to a digital format.

It is against the above background that CSIR seeks to appoint a panel of capable service providers who will be able to assist in providing digital events solutions as well as virtual event platforms for a period of three years on an “as and when required” basis.

3 INVITATION FOR PROPOSAL

Proposals are hereby invited from interested suppliers to provide digital events solutions and virtual event platforms to the CSIR for a period of 3 years on an “as and when required” basis.

The CSIR is looking to make use of the services of a panel of experienced digital production companies or service providers to manage virtual events that are hosted by the CSIR. The CSIR will not appoint a single company, but will work with different service providers who, once they have demonstrated the ability to fulfill the functionality criteria, and are the most competitive in terms of price and B-BBEE will become preferred suppliers and will be approached as and when required. Service providers are required to submit proposals of how they will manage virtual events on behalf of the CSIR and to demonstrate their capability thereof.

Bidders who qualify through the minimum functionality score, following the CSIR approved evaluation process based on the evaluation criteria set out in section 5 below (evaluation process and criteria), will be appointed and contracted to form part of the panel to provide digital events solutions as well as any virtual events on an “as and when required” basis for a period of 3 years and will be registered on the CSIR supplier database as well as given a fair opportunity to bid for future work following the CSIR procurement policy.

4 PROPOSAL SPECIFICATION

All proposals in response to this expression of interest are to be submitted in a format specified in this enquiry.

Bidders are to submit responses in the following format prescribed below. Failure to adhere to this may result in disqualification and the tender may be deemed as non-responsive.

Expression of Interest Proposal

The following must be submitted as part of the proposal:

4.1.1 Covering letter

4.1.2 Track record and experience:

- A company **profile**, stipulating the number of years the bidder has rendered similar services;
- At least three contactable references;
- **A portfolio of evidence** for rendering similar services that include 1) a list of such events and 2) evidence of the hosting of digital events and its associated components, such as webinars, recorded events and virtual exhibitions in the form of web addresses, pdf documents and a demo video.
- A **detailed privacy response** on how the bidder will meet PoPIA and GDPR compliant requirements and where personal information will be stored.
- A **detailed response on any additional functionalities** or benefits that the proposed solution offers in relation to virtual events outside of the CSIR specifications provided,

such as virtual networking and breakout rooms that allow participants to engage separately, 3D exhibition capabilities, search engine optimisation and others.

4.1.3 Implementation approach:

Provide a project methodology and approach for delivering the required solution as well as a project implementation plan.

5 SCOPE OF WORK AND DELIVERABLES

The CSIR is looking to appoint service providers that will provide a virtual event hosting platform. The platform solution must offer the following key features:

- Attendee management including the ability to track attendance for the duration of the session
- Native networking features such as direct messaging, group chat, personal profiles, polling, bulletin board, whiteboard, two-way communication for question and answer and chat feed
- Virtual exhibition spaces, meetings, bulletin boards, or banners
- On-demand services including the ability to share pre-recorded videos and download documents inside the platform
- Live streaming services including dedicated live streaming sessions, multiple streaming channels, unlimited streaming views, live reactions, whiteboard and slide functions, solution services such as phone, email and chat support, on-demand and live platform training, and self-service knowledge base
- Security features including password protection and encryption
- Online environment that supports web and mobile attendance
- Branding services including configuration of virtual spaces with icons, logos, banners, overlays and lower thirds
- Event supports services including technical and logistical support related to the use of and management of the platform for all event days
- The software the company will use or utilise.

Specifications in summary:

- Conceptualising, designing, and facilitating the various elements of the online event as per client requirements
- Panel discussions, virtual tours and exhibitions
- Designing and issuing of invitations
- Building and managing registration service
- Updating of content on virtual platform
- Uploading client information and designs for online meetings
- RSVP reports
- Post event analytics and attendee reports
- Polls and surveys in online meetings and webinars

Additional Requirements:

- Webinars/virtual events must be able to stream to the CSIR YouTube Channel as and when required
- Recordings of the event must be made available to CSIR post an event for future use and /or for uploading on the CSIR social media platforms
- The proposal should include testing of the system prior to events
- A dedicated technical support team available for the duration of the contract
- Proposal should include standard rate for virtual hosting platform
- A minimum of three (3) references letters with contact details (email address etc)
- A company profile must be submitted
- List of five virtual events hosted in the last five (5) years.

6 FUNCTIONAL EVALUATION CRITERIA

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

No	Evaluation criteria	Weighted score
1	Company experience	20
2	References	20

3	Portfolio of evidence	30
4	Project methodology and implementation plan	20
5	Additional virtual events benefits offered	10
	Total	100

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

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

7 ELIMINATION CRITERIA

Proposals will be eliminated under the following conditions:

- Submission after the deadline.
- Proposals submitted at incorrect location (Bids must be submitted electronically at tender@csir.co.za);
- Failure to attend the compulsory briefing session.

8 NATIONAL TREASURY CENTRAL SUPPLIER DATABASE REGISTRATION

Before any negotiations will start with the winning bidders it will be required from the winning bidders 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 valid copy of their SANAS accredited B-BBEE certificate or sworn affidavit. If no certificate/affidavit can be provided, no points will be awarded during the evaluation process. (RSA suppliers only).

SECTION B – TERMS AND CONDITIONS

9 PROCEDURE FOR SUBMISSION OF PROPOSALS

- All proposals must be submitted electronically to: **tender@csir.co.za**
- Respondents must use the EOI number as the subject reference number when submitting their bids
- The email and file sizes should not exceed a total of 25mb per email
- The naming / labelling syntax of files or documents must be short and simple (e.g. Product Catalogues)
- All documents submitted electronically via email must be clearly visible.
- Proposals/submissions submitted via cloud (e.g. WeTransfer, Dropbox, Google drive, etc) will not be accepted.
- Proposals or documents received after the closing date and time will be considered as a late submission. Late submissions will not be evaluated.

NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED

10 EOI PROGRAMME

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

Date of Issue	Wednesday, 16 February 2022
Compulsory Briefing Session	Friday, 24 February 2022
Closing Date and Time	Friday, 04 March 2022 at 16:30
Last date for enquiries	Friday, 25 February 2022

The CSIR will inform all successful suppliers qualifying to be part of the panel as well as to be registered on the CSIR supplier database in due course.

11 SUBMISSION OF RESPONSES

- 11.1.1 All proposals are to be submitted electronically to tender@csir.co.za. No late proposals will be accepted.
- 11.1.2 Responses submitted by companies must be signed by a person or persons duly authorised.
- 11.1.3 All emailed proposal submissions are to be clearly subject referenced with the EOI number.
- 11.1.4 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.

12 DEADLINE FOR SUBMISSION

Expression of interest shall be submitted at the **email** address mentioned above no later than the closing date of **Friday, 04 March 2022 at 16:30** 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 submission. Late submissions will not be considered.

13 EVALUATION PROCESS

The EOI proposal evaluation process will include only the functionality/technical evaluation. No price evaluation will be done at this stage. To be appointed as part of the panel, the service provider shall meet the minimum threshold for functionality and must meet the pre-qualification requirements. An official contract will be concluded with each supplier on the panel.

14 VALIDITY PERIOD OF RESPONSES

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

15 APPOINTMENT OF PANEL

- 15.1.1 The contract(s) will be awarded to bidders who meets and/or exceeds the minimum functional score of 70%, except where the law permits otherwise.

15.1.2 Appointment as a successful service provider(s) 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.

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

16 UTILISATION OF PANEL GUIDELINES

16.1.1 A Request for Quotation (RFQ) will be issued to the relevant appointed panel members on a per project basis which will be evaluated on Price and B-BBEE as per the 80/20 principle per the 2017 Preferential Policy and Procurement Framework Act (PPPFA) 2017 regulations. The appointed provider through the RFQ process will be issued with a formal purchase order.

16.1.2 The selection of the services providers from the appointed panel for the RFQ process will be performed on a rotational basis. There is no guarantee that a service provider on the appointed panel will be contracted for the duration of this contract, and there is no guarantee that CSIR will procure all the services as included in this EOI document.

16.1.3 Should the successful bidders not be in a position to provide CSIR with the required services via the RFQ process, the CSIR then reserves the right to contact other service providers through a separate RFQ process.

17 ENQUIRIES AND CONTACT WITH THE CSIR

Any enquiry regarding this EOI shall be submitted in writing to CSIR at tender@csir.co.za with ***“EOI No 8053/04/03/2022 - To provide digital events solutions and virtual event platforms to the CSIR for a period of 3 years on an “as and when required” basis,*** as the subject.

18 MEDIUM OF COMMUNICATION

All documentation submitted in response to this Expression of Interest must be in English.

19 COST OF EXPRESSION OF INTEREST

Service providers are expected to fully acquaint themselves with the conditions, requirements and specifications of this EOI before submitting responses. Each service provider assumes all

risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the EOI process. The CSIR is not responsible directly or indirectly for any costs incurred by service provider

20 CORRECTNESS OF RESPONSES

- 20.1 The service provider must confirm satisfaction regarding the correctness and validity of their proposal.

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 Only one electronic copy of the EOI proposal must be submitted via email to tender@csir.co.za. In the event that the bidder sends more than one proposal, the first submission shall take precedence should it not have been recalled/withdrawn in writing by the bidder.

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 ADDITIONAL TERMS AND CONDITIONS

- 23.1 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.
- 23.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- 23.3 In case of proposal from a joint venture, the following must be submitted together with the proposal:
- 23.4 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.
- 23.5 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.
- 23.6 Failure to comply with any of the terms and conditions as set out in this document will invalidate the Proposal.

24 CSIR RESERVES THE RIGHT TO

- 24.1 Extend the closing date;
- 24.2 Verify any information contained in a response;
- 24.3 Request documentary proof regarding any tendering issue;
- 24.4 Cancel or withdraw this EOI as a whole or in part; and
- 24.5 Not to include any supplier on the list of suppliers on the approved database based on functional criteria not met.

25 DISCLAIMER

This EOI is an expression of interest only and not an offer document; answers to it must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its EOI proposal, service providers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this EOI. The CSIR makes

no representation, warranty, assurance, guarantee or endorsements to service provider concerning the EOI, whether with regard to its accuracy, completeness or otherwise and the CSIR shall have no liability towards the service provider or any other party in connection therewith.

26 DECLARATION BY TENDERER

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

EOI No: 8053/04/03/2022

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

EOI No: 8053/04/03/2022 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) to be quoted will cover all the services specified in the proposal documents; that the price(s) and rate(s) will 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:

27 SCHEDULE OF BIDDER'S REFERENCE INFORMATION

The bidder must provide details of the bidder's current experience in providing similar services. Only references for work done in the past three (3) years must be provided.

[illegible]

28 RETURNABLE DOCUMENTS

The bidder must complete the following returnable documents:

PART A: TECHNICAL PROPOSAL RETURNABLES <i>ONE ELECTRONIC COPY</i>			
Description		Submitted (Please tick)	
		Yes	No
1	Cover letter		
2	Company profile		
3	Contactable references, minimum three (3)- Completed reference information (section 28 of RFP) must be submitted		
4	List of completed projects and portfolio of evidence		
5	Privacy response		
6	Additional functionalities outline		
7	Project methodology and project implementation plan		
8	Electronic copy of technical proposal		

Notes:

1. The documents shall be properly annexed for ease of reference.
2. ANY OTHER REQUESTED DOCUMENTATION REQUESTED IN THIS EOI MUST BE SUPPLIED.
3. IRRELEVANT DOCUMENTATION MUST NOT BE SUPPLIED.

29 ANNEXURE A - SCORING SHEET

No.	Criteria	Proof required	Points allocation	Weight
1	Company Experience: <ul style="list-style-type: none"> Number of years the company has been rendering similar services The service provider must have a minimum of five years in providing similar solutions to the nature of this EOI 	<ul style="list-style-type: none"> The bidder must provide a clearly detailed company profile, stipulating the number of years rendering similar services in similar portfolios dealing with digital/virtual events. Proof that the company has been in business for three (3) years or more. Submit company registration documents. 	No experience = 0 points <3 years = 5 points 3 years = 7 points >3 years = 10 points	20%
2	Client References (Only relevant references)	<ul style="list-style-type: none"> Provide a minimum of three (3) relevant contactable references indicating work carried out or completed successfully in the provision of digital/virtual events and events within the last 5 years. The reference information table on section 27 above must be completed. 	0 relevant references = 0 points <3 references = 5 points 3 relevant references = 7 points >3 relevant references = 10 points	20%
3	List of similar virtual events hosted and portfolio of evidence of previous work/digital events hosting	<ul style="list-style-type: none"> Supply a list of similar events hosted and a portfolio of evidence of such digital events of similar nature. Provide either website addresses of such digital events or pdf documents capturing the events Include a section in which you explain how you meet PoPIA and GDPR compliant requirements 	-No evidence supplied = 0 points -Evidence of events hosted are not convincing, appears unprofessional, does not adhere to CSIR standards = 5 points -Evidence of events hosted are acceptable in terms of levels of professionalism expected for digital events and the nature of the CSIR events. acceptable = 7 points -Evidence supplied points to best-in-class in hosting of professional virtual events and highly suitable to the CSIR events. = 10.	30%
4	Project methodology and project implementation plan	<ul style="list-style-type: none"> Provide a detailed methodology in approaching a project of this nature or magnitude. Provide a detailed and specific project roadmap/plan (generic downloaded plan from the internet not allowed) 	No methodology or project plan submitted = 0 points Only the methodology or project plan has been submitted, or the documents are not suitable, do not create confidence or is not realistic in terms of timelines = 5 points	20%

			Detailed methodology and project plan of acceptable quality has been submitted with realistic timelines = 7 points The proposed methodology and project plan exceeds the expectations of the CSIR and is well articulated with clear, realistic timelines = 10 points	
5	Additional virtual events benefits offered	Detail any additional functionalities and benefits that your solution offers in relation to virtual events that have not been included in the specifications, like networking rooms or similar, 3D exhibition capabilities, search engine optimisation and others advantages and that are included in the offering and pricing.	-No additional functionalities or benefits outside of specs = 0 points -Additional functionalities or benefits are not attractive or are not suitable to the CSIR events = 5 points -Additional functionalities or benefits are attractive and suitable to the CSIR events = 7 points -Highly sought after additional functionalities or benefits suitable to the CSIR events = 10 points	10%
TOTAL				100

30 ANNEXURE C SBD1 DOCUMENT