

Bid No: SCM 47/2022/23

Supply Chain enquiries: 016 973 8740/44

Date: 07 June 2023

Request for formal Written Quotation

Kindly furnish Metsimaholo Municipality with a written quotation for the services as detailed on the below schedule.

APPOINTMENT OF A SERVICE PROVIDER FOR SUPPLY, MAINTAIN AND RENDER BACK-OFFICE MAINTENANCE OF THE IGG MANAGEMENT SYSTEM.

Detailed Specification, returnable forms MBD and General Conditions of Contract(GCC) are obtainable from supply chain Management unit finance building, Sasolburg 1947 at **R20.00**

The quotation must be placed on the letterhead of your business and must be delivered not later than the **14 June 2023 before 11H00** in the tender box located at Metsimaholo Local Municipality, Ground floor, Finance Building, 10 Fichardt Street, Sasolburg. The following requirements will apply:

- **Be registered on the Central Supplier Database (CSD)** and provide us with your Supplier number or attach a **Summary report**.
- **Two (02) Reference letters** from government institutions/municipalities for current or previous work implemented.
- Bidder must attach a signed confirmation letter on the company letterhead confirming that the system is developed and supported by the company.

NB! IT IS COMPULSORY TO PURCHASE THE BID DOCUMENT FROM THE MUNICIPALITY FAILURE TO DO SO WILL RENDER YOUR SUBMISSION AS A NON-RESPONSIVE BID AND WILL NOT BE EVALUATED FURTHER.

This quotation will be evaluated in terms of **80/20** of points system as prescribed in the **Preference Points Claim Form in Terms Of The Preferential Procurement Regulations 2022 (Price(80) and Specific Goals (20) (BBBEE)** for this purpose the bidders are required to submit the B-BBEE status level certificate issued by an authorised body (SANAS); a sworn affidavit as prescribed by the B-BBEE Codes of Good Practice OR any other requirement prescribed in terms of the Broad-Based Black Economic Empowerment Act.

General Conditions are available on the Municipal website for your information. Failure to comply with the above conditions may invalidate your offer.

L.M.A. Mofokeng
Municipal Manager

SPECIFICATION FOR INDIGENT MANAGEMENT SYSTEM

BACKGROUND

Metsimaholo Local Municipality requires a Web-based Indigent Management System and verify the status of applicants and all occupants who apply for indigent subsidies which will be in line with the municipality's indigent policy. The service provider will maintain and support the system. The solution must be specifically for indigent management and must also include other Indigent functions that align with the implementation of the Indigent policy for local government.

SYSTEM CAPABILITIES (SCOPE)

- Document management / archiving of all supporting documents related to the Indigent application form through a handheld that can be used in the field.
- Integrate with the municipal financial system.
- Verification of applicant ID
- Indication if the applicant is deceased.
- Indication of marital status
- To provide the current and historic physical address of an applicant
- Verification of telephone or cell numbers
- Business Ownership
- Property ownership and value
- Receipt of Old Age Grant
- Segregating duties of system users to ensure adequate security controls and reporting.
- Providing reports in line with the Municipality's Indigent Policy
- Bulk search function
- SMS and email communication for successful and unsuccessful indigent applications

MANAGEMENT AND MAINTENANCE OF THE SYSTEM

Ongoing support, management, and maintenance services for the required system must be provided on a continuous basis. This should be:

- On-site support
- Off-site support through telephone, emails, and virtual meetings (Zoom or MS Teams)
- System support is required to maintain the software's ongoing availability, proper operation, and end users' regular usage of its features.
- Services support including server hosting, data analysis, data cleansing, and data integration services, data verification and workflow compilation, training, and re-installation.

THE ROLE OF THE SERVICE PROVIDER

- The service provider must ensure that the indigent management system is in line with the indigent policy.
- The service provider must be available to assist with Audit queries when requested by the municipality.
- The Service provider must provide change management to ensure that all stakeholders support the new system.
- The Service Provider will be expected to procure and supply Mobile Handheld Devices for Field Applications & Verifications and upload documents.
- The Service Provider will provide formal training and skills transfer to Metsimaholo Local Municipality users and ICT personnel.

OTHER REQUIREMENTS

- Web-based solution that is secure (https access) (no IT development required)
- Remote access support services
- Secure access- username and password for each end user
- Audit trail report – reflecting each user's activities and indigent officer statistics (Number of indigent records captured).
- Municipality may require bidder vetting system as an when required
- For business continuity and disaster recovery, the service provider must be available 24/7.
- It must be compliant with POPI requirements and be secured (breaching of information). Should the breach occur, notification in writing must be done to the municipality (in compliance with international standards Information security and cloud hosting).
- Licensing of the system will be the responsibility of the service provider.
- OEM's (Original Equipment Manufacturer) will be an advantage

PROJECT TIMELINES

The project will be implemented for a period of three (3) months subject to system performance and deliverables, the municipality reserves the right to extend the implementation beyond three (3) months, but not exceeding 36 months.