



REQUEST FOR QUOTATION – SAE 08/2017

WEBSITE-VISITOR TRACKING AND IDENTIFICATION SOFTWARE SOLUTION, FOR A PERIOD OF 12 MONTHS

1. Background

The Durban ICC is one of the world's leading events and meetings venues. In order to maintain the extremely high standards demanded by clients and stakeholders, all marketing collateral needs to be specifically purchased, according to the requirements of our venue.

2. Purpose of the request for proposal

The redesigned Durban ICC website is attracting a greater volume of visitors in comparison to previous years, hence, the Company seeks to convert this online traffic into workable sales leads by identifying which companies are visiting the site and which services they are interested in procuring.

The purpose of this proposal is to appoint a service provider for a period of 12 months, to provide a website-visitor tracking software solution for the Durban ICC as per the specifications listed below.

The Service Provider will need to supply a software solution with the following mandatory capabilities:

3. Specifications

Does the software comply with the following capabilities? Please acknowledge as indicated	Yes	No
	✓	X
1) Visitor Tracking and Identification The system must provide:		
- An online portal to view full business details of companies that have visited the http://icc.co.za/ website		
- Unlimited Durban ICC staff member log-ins/Users		
- Customisable dashboard displaying only information relevant to the http://icc.co.za/ website		
- Accurate tracking on each page of the http://icc.co.za/ website		
- Detailed traffic reports on date, time and location of visits		
- Detailed traffic reports on visitors to the http://icc.co.za/ website including which pages were visited and time spent on each page		
- Website visitor details, including full business name and contact information		
- Functionality to search for contact information of key decision makers in the database of visiting companies		

Does the software comply with the following capabilities? Please acknowledge as indicated	Yes	No
	✓	X
1) Visitor Tracking and Identification		
The system must provide:		
- Detailed traffic reports on the referring site to http://icc.co.za/ and relevant keywords where applicable		
- The ability to filter Visitor results by market segment		
- Real time and scheduled email reports of businesses that match behavioural triggers		
- The ability to group and organise businesses into categories		
- The ability to generate Lead Sheets for Sales Staff		
- Functionality to upload lists of businesses to perform automatic actions when these businesses visit the http://icc.co.za/ website		
- The ability to create customised reports from the online portal		
- The ability to exclude Internet Service Providers (ISPs) from data, showing only valid business matches		
- Its own global database of Companies and accurate information on Contacts within those organisations		
- Customer Relationship Management (CRM) functionality		
2) Contact Information		
The system must provide the following information on the companies visiting the site:		
- Company Name		
- Company Location		
- Names, Job Titles and Email Addresses of Key Decision Makers		
- Company Telephone Number		
- Company Website		
- Company Industry / Sector		

Does the software comply with the following capabilities? Please acknowledge as indicated	Yes	No
	✓	X
3) Support The Service Provider must provide:		
- System training for the Durban ICC Staff members		
- A designated Account Manager as the point of contact to handle the Durban ICC account		
- Sales consultations during the term of the contract to ensure implementation of Best Practices when using the software		
- Continuous support for any queries or challenges throughout the term of the contract		

Please note: failure to comply with the mandatory software specifications, as illustrated in the schedule above, will result in the bidder being deemed non-responsive and not evaluated further.

4. Preconditions

A written proposal/quotation will not be considered unless the service provider who submits the quotation provides the following with their proposal/quotation:

- 4.1 Full name.
- 4.2 Identification or company or other registration number.
- 4.3 Tax reference number and VAT number, if any.
- 4.4 Valid original Tax Clearance Certificate from the South African Revenue Services which proves that the service provider's tax matters are in order.
- 4.5 Valid BBBEE Certificate.
- 4.6 MBD 4 Declaration of Interest form must be completed.
- 4.7 Statement that the company's water, electricity and rates are up to date or formal payment arrangements have been made.
- 4.8 A completed ICC Durban (Pty) Ltd supplier application form which is available for download from the Durban ICC website (www.icc.co.za). Alternatively, if the supplier is registered on the Durban ICC database, then the service provider need only submit their supplier number. All the mandatory documents must be included with this application.

5. Compulsory Pricing Schedule (form of offer)

Description	Amount
Annual License Fees for the visitor tracking Software	R
Cost for Contact Information (if applicable) : 500 Contacts	R
Training Costs (if applicable)	R
Support Costs (if applicable)	R
Please state any additional cost:	R
Total (Excl. VAT)	R
14 % VAT	R
Total (Incl. VAT)	R

6. Contact Person

Scott Langley – Sales and Marketing Manager
 Tel: 031 360 1315
 Email: scottl@icc.co.za

7. Closing Date

Quotations, together with this document and supplier registration forms are to be placed in a sealed envelope marked for the attention of the Procurement Department and are to be placed in the Tender Box at the Durban ICC security entrance on the ground floor, 45 Bram Fischer Road Durban before **12:00 on 27rd March 2017.**

I.....being duly authorized thereto by do hereby confirm that the information contained herein is true and correct and acknowledge that, should it be established that any of the information contained herein is false and incorrect, my company may be disqualified from quoting to the Durban ICC.

Signature:

Date:

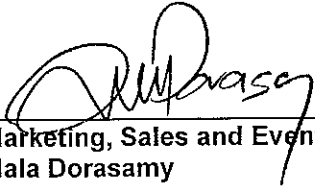
Note: Failure of a Service Provider to complete and sign this page will invalidate the quotation



DURBAN ICC

INTERNATIONAL CONVENTION CENTER
111 COSTA MERRILL ROAD, DURBAN
SOUTH AFRICA

8. Request for proposals approved by:




Marketing, Sales and Events Director
Mala Dorasamy

 15/03/2017

SCM Compliance Officer
Ritesh Ramkissoon

 15/03/2017

SCM Manager
Thenashree Naidoo

 15/3/17

Finance Director
Melanie Rambally

 20/3/17

Chief Executive Officer
Lindiwe Rakharebe



9. Past experience in similar assignments

Assignment Description	Key Elements	Date Completed	Contact Person and Telephone Number	Assignment Value

I, being duly authorized thereto by do hereby confirm that the information contained herein is true and correct and acknowledge that, should it be established that any of the information contained herein is false and incorrect, my company may be disqualified from quoting to the Durban ICC.

Name: (Block Capitals) _____

Signature: _____ Date: _____

10. Declaration of Municipals Fees

I, the undersigned, do hereby declare that the Municipal fees of

.....
 (Full name of Company / Close Corporation / partnership / sole proprietary/Joint Venture)

(hereinafter referred to as the TENDERER) are, as at the date hereunder, fully paid or an Acknowledgement of Debt has been concluded with the Municipality to pay the said charges in instalments.

The following account details relate to property of the said TENDERER:

<u>Account</u>	<u>Account Number</u> : to be completed by tenderer.
Consolidated Account No.	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Electricity	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Water	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Rates	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
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I acknowledge that should the aforesaid Municipal charges fall into arrears, the Municipality may take such remedial action as is required, including termination of any contract, and any payments due to the Contractor by the Municipality shall be first set off against such arrears.

- Where the TENDERER'S place of business or business interests are outside the jurisdiction of eThekweni Municipality, a copy of the accounts/agreements from the relevant municipality must be attached (to the back inside cover of this document).
- Where the tenderer's Municipal Accounts are part of their lease agreement, then a copy of the agreement, or official letter to that effect is to be attached (to the back inside cover of this document).

NAME : (Block Capitals)

SIGNATURE : DATE:
 (of person authorised to sign on behalf of the Tenderer)

11. MBD4 Declaration of Interest

- 11.1 No bid will be accepted from persons in the service of the state¹.
- 11.2 Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
- 11.3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.
- 11.3.1 Full name of bidder or his/her representative
- 11.3.2 Identity number:
- 11.3.3 Position occupied in the Company (director, trustee, shareholder²):
.....
- 11.3.4 Company Registration Number:
- 11.3.5 Tax Reference Number:
- 11.3.6 VAT Registration Number:
- 11.3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

References:

¹ MSCM Regulations: "in the service of the state" means to be –

(a) a member of –

- any municipal council
- any provincial legislature
- the National Assembly or the National Council of Provinces

(b) a member of the board of directors of any municipal entity;

(c) an official of any municipality or municipal entity;

(d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);

(e) a member of the accounting authority of any national or provincial public entity;

(f) an employee of parliament or a provincial legislature.

² "Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

11.3.8 Are you presently in the service of the state?
If yes, furnish particulars:

YES	NO
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11.3.9 Have you been in the service of the state for the past twelve months?
If yes, furnish particulars:

YES	NO
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11.3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and/or adjudication of this bid?
If yes, furnish particulars:

YES	NO
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11.3.11 Are you aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and/or adjudication of this bid? If yes, furnish particulars:

YES	NO
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11.3.12 Are any of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state?
If yes, furnish particulars:

YES	NO
-----	----

11.3.13 Is any spouse, child or parent of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state? If yes, furnish particulars:

YES	NO
-----	----

11.3.14 Do you or any of the directors, trustees, managers, principal shareholders or stakeholders of this company have any interest in any other company or business whether or not they are bidding for this contract? If yes, furnish particulars:

YES	NO
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12. Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee No.

Signature

Date

Capacity

Name of Bidder