

REQUEST FOR QUOTATION – SAE 11/2018

SUPPLY OF EVENT REGISTRATION SOFTWARE FOR A PERIOD OF 12 MONTHS

1. Background

The Durban ICC is one of the most advanced conferencing facilities in the world and hosts a variety of events including conferences, meetings, exhibitions, concerts and private events both on a national and international level.

2. Purpose

The Durban ICC requires a service provider for the supply and maintenance of content-managed Event Registration Software, for a period of 12 months.

3. Software requirements:

Does the software comply with the requirements listed below? Kindly acknowledge as illustrated	Yes	No
	✓	X
1) Guest Registration		
- One user log-in for a designated Durban ICC staff member (Operator) to manually create a Guest List, as well as be able to import guest lists from an Excel or .CSV file		
- provision of an Excel template for uploading guest names		
- online registration of guests		
- manual and online checking-in of guests upon arrival		
- e-ticket generation upon acceptance of the invitation		
- e-ticket check-in		
- a variety of registration question field options		
- the ability to generate a comprehensive guest list		
- the ability to export and report registration information at any time		
- the ability to view a comprehensive registration overview with accurate data on status of invites, registrations and non-responses in real-time		
- the ability to do multiple data imports with selective viewing options		

Does the software comply with the requirements listed below? Kindly acknowledge as illustrated	Yes	No
	✓	X
2) Email Capability		
- email invitations to be sent to the stipulated guest list		
- multiple batches of invitations sent out at selected times prior to the event		
- pre-dating of reminder emails		
- theming and branding of emails		
- the provision of email templates		
- embedded hyperlinks in the email software		
- registration hyperlink for single click acceptance, registration and generation of e-ticket		
- auto response confirmation emails to both guests and the Durban ICC		
- themed auto response emails		
- Calendar link of event date for guests		
3) Event Website Creation Capability		
- the creation of a branded/themed event website for each event		
- the website to be content-managed by the Durban ICC operator		
- cross browser compatibility		
- the website to be Web based		
- the provision of website page templates and customisation options including various background colours, images, and logos		
- the ability to include online widgets on the event website (e.g. Countdown timer)		
- the duplication of previous event information for repeat events		
- a dashboard with overview of all events		
- automatic archiving		
- cross platform compatibility (Desktop, Smartphone and Tablet)		
- password requisite to access dashboard and manage content		

Does the software comply with the requirements listed below? Kindly acknowledge as illustrated	Yes	No
	✓	X
4) Survey Capability		
- the creation of customised surveys	-	-
- the ability to export and generate reports of the survey results <input type="checkbox"/>	-	-
- the ability to track event website statistics		
- the ability to track email delivery and read report statistics		
5) Number of Events during period of service		
- a maximum of 25 events generated during the 12-month period		
6) Support		
- Free Support on duration of membership		
- Free updates for the duration of the contract		
- Free online tutorials available for the duration of the contract		
- Provide training on the system for the Operator and Manager		
- Provide remote/live support for the duration of the contract		
- Provide a support team locally based (within South Africa, preferably in Durban)		
7) Information Security		
- Providing SSL protection		
- Providing encrypted storage		
- Being POPI compliant		
- Providing a Security Policy document		
- Penetration compliancy		
- Firewall tested		

Failure to comply will all of the above will result in the bid submission being deemed non-responsive and not evaluated further.

4. **Compulsory Pricing Schedule (Form Of Offer)**

Description	Cost
<ul style="list-style-type: none"> Annual License Fee for the Event Registration Software, for a maximum of 25 events 	R
Please state additional costs (if any) :	R
Please state additional costs (if any) :	R
Please state additional costs (if any) :	R
	Total cost (VAT Excl.) R
	VAT @ 15% R
	Total cost (VAT Incl.) R

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

5. Preconditions

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

- 5.1 Full name
- 5.2 Identification or company or other registration number
- 5.3 Tax reference number and VAT number, if any
- 5.4 Valid original Tax clearance from South African Revenue Services which proves that the providers tax matters are in order
- 5.5 Valid BBBEE Certificate
- 5.6 MBD 4 Declaration of Interest form must be completed
- 5.7 The service provider must be registered on the CSD database and EThekwini Vendor Portal. Proof of registration needs to be submitted. Failure to be registered on these databases will adversely affect the awarding process and may result in the service provider being deemed non-responsive.

CSD registration website: <https://secure.csd.gov.za>

EThekwini Vendor Portal registration: <https://ethekwinivendor.durban.gov.za>

Or contact 031 322 7011 / 7154

Fatima.milazi@durban.gov.za / phumla.mdabe@durban.gov.za

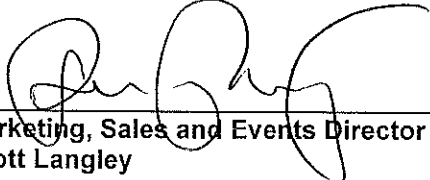




6. Contact Person

Ritesh Ramkissoo
Tel: +27 31 360 1125
riteshr@icc.co.za
SCM Compliance Officer

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 **12h00 on 20th April 2018**.

8. Request for proposals approved by:

 Marketing, Sales and Events Director Scott Langley	10/4/2018
 SCM Compliance Officer Ritesh Ramkissoon	10/04/2018
 SCM Manager Thenashree Naidoo	10/04/2018
 Finance Director Melanie Rambally	11/4/18
 Chief Executive Officer Lindiwe Rakharebe	11/4/18



9. Past experience in similar assignments

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

I,being duly authorized thereto bydo 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"/>
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"/>
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"/>
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"/>
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"/>
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"/>

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 Service provider 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

