



the cpsi

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Government Component:  
Centre for Public Service Innovation  
**REPUBLIC OF SOUTH AFRICA**



**Terms of Reference:  
Development of the Virtual MMIC**

**07 November 2022**

## Terms of Reference (ToRs): Development of the Virtual MMIC

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## 1. CORPORATE BACKGROUND

- 1.1. The Centre for Public Service Innovation (CPSI) is a government component in the Ministry for the Public Service and Administration, established to identify, support and nurture innovation in the public service to improve service delivery.
- 1.2. The mandate of the CPSI is to entrench the culture and practice of innovation in the public sector. This requires the creation of an enabling environment for the generation and rewarding of new ideas, facilitating engagement between public, private and non-governmental entities, with a view to establish sustainable and mutually beneficial partnerships and championing the value of and need for innovation within the public service.

## 2. PROJECT DESCRIPTION

The CPSI, based in the Pretoria CBD, Gauteng, requires the services of a qualified service provider for the **Development of a Virtual Multi Media Innovation Centre (MMIC) which can be run independently offline on Windows machines and also be hosted within the existing Website of the CPSI with features that include, amongst others: Content Management and a Knowledge Repository for Case Studies.**

### 2.1. CPSI Virtual MMIC specifications:

- 2.1.1. The Centre for Public Service Innovation requires services of a design and production of interactive tools and experiences through redesign and development the CPSI Virtual MMIC application.
- 2.1.2. The MMIC application should be available both online and offline, compatible with Windows as standalone and with the current **WordPress platform of the CPSI Website.**
- 2.1.3. The CPSI will provide the content, such as the logos and images, video clips, etc. for the service provider to use in designing and developing the CPSI MMIC. It is important that the design visually reflects the nature of the organisation, thus being innovative and modern.
- 2.1.4. The virtual MMIC application must have the following additional features:
  - 2.1.4.1. Advanced search of databases with Public Sector Innovations.
  - 2.1.4.2. Design and production of online games/activities with the purpose of learning and demonstrating innovation
  - 2.1.4.3. Interactive display/exhibits with audio
- 2.1.5. The developed MMIC application should have an adaptive design to ensure access through mobile devices and be compatible with all major browsers.
- 2.1.6. Support services for 16 hours per month over a 12 months period, after the

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MMIC is fully developed and successfully integrated into the existing website must be included in the proposal and quotation.

### 2.2. Deliverables:

- 2.2.1. Submit a proposal of latest cutting edge designs, technologies and approaches to content presentation. Provide details of platforms and software to be used.
- 2.2.2. A fully functional and interactive Virtual MMIC application that can run as standalone installations on Windows machines and fully integrated onto the current CPSI Website.
- 2.2.3. Maintenance and Support for 12 months.
- 2.2.4. Training of at least five CPSI staff members on the functionalities and content management of the virtual MMIC.

### 3. TIME FRAMES

- 3.1. This is a once-off contract. The CPSI will enter into a Service Level Agreement (SLA) with the appointed Service Provider.

### 4. CONTRACTUAL ARRANGEMENTS

- 4.1. The successful service provider will be contracted to and paid by the Centre for Public Service Innovation (CPSI) once goods and services have been rendered/delivered unless stated otherwise, for example payment requirement.
- 4.2. The CPSI reserves the right not to appoint where there is dissatisfaction in terms of the supplier's adherence to the specifications. The CPSI reserves the right to reduce/adjust contract where a supplier did not adhere to the requirements of these specifications.

### 5. PROJECT MANAGEMENT

- 5.1. The successful service provider will report to **Director: Solution Support and Incubation** or any official delegated by the CPSI.
- 5.2. Invoices will be emailed to [invoices@cpsi.co.za](mailto:invoices@cpsi.co.za) or hand-delivered.

### 6. SUBMISSION AND GUIDELINES

- 6.1. Interested service providers should submit proposals with the following:
  - 6.1.1. Fully costed proposal on deliverables for all the requirements inclusive of Value-Added Tax (VAT).
  - 6.1.2. Completed SBD Forms (attached). Please note that unsigned bids will be disqualified.
  - 6.1.3. Proof of registration on the Central Supplier Database (CSD) (Provide CSD

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- registration number/ CSD Report).  
6.1.4. A valid B-BBEE certificate.

6.2. The proposal MUST include the following:

- 6.2.1. Company profile and/or individual resume(s) (CVs), clearly showing the experience and qualifications of the consultants, in terms of the following:
- Experience in the development of a knowledge-based Website and content management platform.
  - Reference of similar previous work, indicating the type of work and website URLs.

**Important Notes**

- It must be noted that service providers who do not provide the necessary information as required in 6.1.2 will not be considered.
- Registration onto the CSD can be done via <http://ocpo.treasury.gov.za>.

**7. BRIEFING SESSION**

- 7.1. A non-compulsory briefing session will be held online via MS Teams on the 15<sup>th</sup> November 2022, from 10am till 11am. Those who wish to attend the briefing session should contact Ms Kgatliso Hamilton on the following email [kgatliso.hamilton@cpsi.co.za](mailto:kgatliso.hamilton@cpsi.co.za) to get the Link to join the briefing session. **Please note that the briefing session is not compulsory.**

**8. EVALUATION CRITERIA**

- 8.1. The evaluation criteria for the assessment of the proposals will be based on both qualitative and financial aspects of the proposal.
- 8.2. Service Providers will be evaluated on functionality. The bidders that score points which exceed the minimum threshold provided on functionality will further be evaluated on price and Broad-Based Black Economic Empowerment Status Level Certificates provided in terms of the Preferential Procurement Policy Framework, Act, 2000: Preferential Procurement Regulations, 2017
- 8.3. The Bid documents will be evaluated individually on a score sheet, by a representative evaluation panel according to the evaluation criteria indicated in terms of reference. Bidders who score less than 56 out of the sub total of 80 will not be invited to make a presentation or considered further. All bidders who score less than 70 out of 100 points for functionality will not be considered further.
- 8.4. Shortlisted Service providers invited to do a presentation on their proposals will do so at their own cost.
- 8.5. Bidders are required to submit a valid B-BBEE status level verification to substantiate their B-BBEE rating claims.
- 8.6. Bidders who do not submit their B-BBEE status level verification certificates or are non-

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compliant contributors to B-BBEE will not qualify for preference points for B-BBEE.

- 8.7. The Bidders doing the presentation will be evaluated individually by the evaluation panel on the score sheet, using the same evaluation criteria.
- 8.8. This bid will be on 80/20 preference point system for acquisition of goods or service will be applied.
- 8.9. The table below depicts the B-BBEE status level of contribution: (20)

B-BBEE Status level of Contributor	Number of points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-Compliant contributor	0

### 8.10. Guidelines for Criteria Application

CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	WEIGHT
<b>COMPETENCE AND EXPERTISE</b>	Experience in the development of interactive and web-based platforms and applications as reflected in the company profile and/or CVs.	40
	References of previous work.	20
<b>QUALITY OF THE PROPOSAL</b>	Proposal meeting or/and exceeding specification requirements as set out in paragraph 2.1.	20
<b>Sub total</b>		<b>80</b>
<b>PHASE 2: SHORTLISTED PROPOSALS VIRTUAL PRESENTATION</b>	Shortlisted service providers will be expected to present their work to the Bid Evaluation Committee showcasing their work in line with the required specifications.	20
<b>TOTAL POINTS ON FUNCTIONALITY MUST ADD TO 100</b>		<b>100</b>

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Score	Experience in the development of interactive and web-based platforms and applications as reflected in the company profile and/or CVs.
1	No evidence or Limited experience provided.
2	Relevant experience of two years in interactive and web-based platforms and applications
3	Relevant experience of three to four years in interactive and web-based platforms and applications
5	Extensive (Five or more years) experience in the development of interactive and web-based platforms and applications

Score	References of previous work in line with this request
1	No reference / irrelevant references
3	Relevant references of work similar to the requirements of the CPSI provided but less than three complete (e.g., no URL)
5	Three or more relevant and complete references of work similar to the requirements of the CPSI provided, including for each the type of work done, website URL.

Score	Proposal meeting or/and exceeding requirements as set out in paragraph 2.1.
1	No details provided for each of the deliverables or proposal does not meet the requirements.
2	Limited details provided for each of the deliverables or proposal only partly meet the requirements.
3	The proposal meets most of the requirements.
4	The proposal meets all the requirements and sufficient details provided.
5	The proposal meets all the requirements and sufficient details provided with additional value-added services proposed.

## 9. CONTACTS DETAILS FOR ENQUIRIES

### 9.1. SCM Enquiries:

Nomonde Maliti  
Tel: 012 683 2815  
Email: [Nomonde.Maliti@cpsi.co.za](mailto:Nomonde.Maliti@cpsi.co.za)

### 9.2. Technical Enquiries

Ms Kgatliso Hamilton or Muzi Ntombela  
Tel: 012 683 2823  
Email: [Kgatlisohamilton@cpsi.co.za](mailto:Kgatlisohamilton@cpsi.co.za) or [Muzin@cpsi.co.za](mailto:Muzin@cpsi.co.za)

### 9.3. Delivery Address:

Att: SCM  
CPSI  
Heritage Building, Batho Pele House  
546 Edmond Street  
Arcadia, Pretoria

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10. CLOSING DATE: 25 NOVEMBER 2022 AT 11:00

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