CITY OF CAPE TOWN
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Tender No. 177S/2023/24: Procuring a Digital Platform for Idea Management and Public Participation

Tender briefing session – 22 March 2024

Making progress possible. Together.

Agenda

- Purpose of Tender No. 177S/2023/24

- Section Highlights

- Questions

- Briefing Session Closure

Purpose of Tender No. 177S/2023/24

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- This tender is aimed at procuring the services of a commercially available, digital platform that can be customised and setup according to the requirements defined in the listed specifications.

- The platform must facilitate active constructive dialogue between stakeholders (internal and external) for the purposes of **Idea Management** and **Public Participation**.

- The platform will be utilised to link up with existing areas of excellence in the City, drive further collaboration with external stakeholders, and create an avenue for the sourcing of innovative ideas from citizens in order to create relevant and increasingly innovative services for citizens.

- In the City's Integrated Development Plan (IDP) for 2022-2027, **Objective 16** (Page 47) – **A Capable and Collaborative City Government** outlines how the City wants to build a modernised and administratively efficient government, including empowering residents to contribute to decision making and helping improve the City. Objective 16 also describes that the City wants to bring service delivery into the digital age, including improving citizen engagement through digital service platforms.

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Idea Management:

- The platform enables the CCT to crowdsource ideas from a wide range of stakeholders such as employees, clients, citizens, scholars, innovators and researchers that have an interest in sharing and discussing their innovative ideas.

- For Open Innovation to thrive, it requires rich interaction, from an active community of Innovation practitioners and stakeholders – to share and contribute on challenges presented by the City of Cape Town. The platform's features will assist with the prioritisation and tracking of submitted ideas, from the conception stage to implementation stage as either new products or services; improved processes and enhanced customer experience.

- It is essential that the platform provides transparency in the process of any submitted idea, in order to give stakeholders continuous feedback during the various stages of idea evaluation.

- The requirements for the platform also include mechanisms to capture and aggregate the outcomes of these forms of engagement.

- A strategic advantage of using an idea management platform is that it includes rich features such as gamification, etc., which rewards interaction. The inclusion of advanced analytics and AI (artificial intelligence) in modern e-participation platforms not only provides analytics and reporting capabilities but can also be applied to submission filtering and prioritisation.

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Public Participation:

- The City of Cape Town recognises the value of engaging its citizens, in the development of draft by-laws, budgets, policies, strategies, procedures, programmes and plans to understanding and articulating the business processes of how the City conducts business.

- The digital platform should encourage active and constructive dialogue between stakeholders, both internal and external.

- This platform is an invaluable tool in eliminating errors and minimising duplication resulting from a manual capturing process and provide responses to the public timeously.

- A key advantage of using this platform is the ability to draw detailed reports.

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Functionality

Tender No. 177S/2023/24 – Part A: Ability to deliver and experience

No.	Evaluation Criteria	Applicable values/points	Maxmimum number of Points
1	Staff complement: How many employees does your organisation have? Please specify with respect to technical functions of Platform Development and Platform Support in the business.	No response or less than one employee in each of the respective technical functions – 0 points At least one employee in each respective function - 5 points At least two employees in each respective function – 10 points	10 points
2a	Market share: Please indicate the number of clients you have that make use of this digital platform. Please also provide contactable references.	No response or no contactable references provided – 0 points At least one client listed with contactable references – 5 points At least two clients listed with contactable references – 7 points More than two clients listed with contactable reference of which at least one is in Africa – 10 points	10 points

Tender No. 177S/2023/24 – Part A: Ability to deliver and experience

No.	Evaluation Criteria	Applicable values/points	Maxmimum number of Points
2b	Market share: Please indicate the number of clients in the public sector. Please also provide contactable references.	No response or no contactable references provided – 0 points At least one client in the public sector listed with contactable references – 5 points At least two clients in the public sector listed with contactable references – 7 points More than two clients in public sector listed with contactable references – 10 points	10 points
3	Experience: How long have you been providing similar instances of this platform service (as at date of tender closure). Please provide evidence of your experience in the form of either existing client instances or successful case studies with contactable references.	No experience – 0 points Two points per full year of experience	10 points

4	Implementation Plan: Please describe your implementation process – list the various steps/stages, explain what each step/stage entails, indicate how long does each step take and what preparation would be required from the City of Cape Town (if any)? Please cover at least the following seven stages: • Platform instance set-up, • Importing of platform data from the previous platform instance • Training material development, • Testing, • Organisation roll-out, • Training and • Support A maximum of one calendar month is allowed for implementation.	Insufficient detail provided (less than any of the seven stages specified were only listed with indicated timeframes and no detail provided) – 0 points Sufficient detail provided (The seven stages were discussed, but limited information is provided. Content appears to be tender specification copied verbatim) – 5 points Comprehensive detail provided (Implementation Plan covered all seven stages and provided insightful detail around the execution.) – 10 points	10 points
5	Disaster recovery strategy: Please provide an overview of your disaster recovery strategy. Co-location of the service in at least two different geographic locations is required.	No indication of co-location provided – 0 points Co-location of service in two different geographic locations with manual fail-over – 5 points Co-location of service in two or more different geographic locations with automated fail-over of the platform service – 10 points	10 points
Total possible score			**60**

Tender No. 177S/2023/24 – Part B: Scoring based on the demonstration of the Platform Service

No	Feature/ Capabilities	Description	Yes = 1 points. No = 0 points	Maxmimum number of Points
6	General	English is the primary platform language	Yes = 1 points. No = 0 points	5 points
		Platform functionality was demonstrated on laptop PC, tablet (Android; Apple) and smartphone (Android; iPhone)	Yes = 1 points. No = 0 points	
		Platform functionality was demonstrated in both Microsoft Edge, Mozilla Firefox and Google Chrome;	Yes = 1 points. No = 0 points	
		Platform functionality was demonstrated to inform platform visitors of any user data tracking and to obtain consent to either opt into or to opt-out of data tracking, without impeding platform functionality	Yes = 1 points. No = 0 points	
		Online help functionality was demonstrated for Users of the Platform	Yes = 1 points. No = 0 points	

Tender No. 177S/2023/24 – Part B: Scoring based on the demonstration of the Platform Service

7	Platform administration	User self-registration functionality was demonstrated	Yes = 1 points. No = 0 points	
		Platform user self-service functionality was demonstrated: • User is able to reset their password	Yes = 1 points. No = 0 points	
		Platform user self-service functionality was demonstrated: • User is able to update their profile information	Yes = 1 points. No = 0 points	
		Platform user administration functionality was demonstrated: • Password reset • Controlling access to the platform • Assigning of individual permissions for users • Disabling users	Yes = 1 points. No = 0 points	11 points
		The functionality of customising the user profile data fields was demonstrated	Yes = 1 points. No = 0 points	
		The functionality of creating and customising workflows for incoming submissions was demonstrated	Yes = 1 points. No = 0 points	
		Platform user group administration functionality was demonstrated: • The creation of user groups • Assignment of permissions to user groups • Adding/removing users from user groups	Yes = 1 points. No = 0 points	
		The functionality of importing and exporting information from the platform to more than one off-system, open file formats was demonstrated	Yes = 1 points. No = 0 points	
		The functionality of customising the look and feel of the platform was demonstrated	Yes = 1 points. No = 0 points	
		Platform reporting and analytics functionality was demonstrated	Yes = 1 points. No = 0 points	
		Platform instance partitioning functionality was demonstrated i.e. different sites and/or visibility to specific target users	Yes = 1 points. No = 0 points	

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Tender No. 177S/2023/24 – Part B: Scoring based on the demonstration of the Platform Service

8	Submission management	Platform functionality was demonstrated on users being able to include as part of their submission, attachments in multiple media formats (text, PDF, documents and images)	Yes = 1 points. No = 0 points	6 points
		Platform functionality was demonstrated for anonymous submissions where applicable	Yes = 1 points. No = 0 points	
		Platform functionality was demonstrated to moderate incoming submissions	Yes = 1 points. No = 0 points	
		Platform functionality was demonstrated for submission stage categorisation based on a workflow	Yes = 1 points. No = 0 points	
		Platform functionality was demonstrated for registered platform users to engage on other users' submissions	Yes = 1 points. No = 0 points	
		Platform functionality was demonstrated that via workflows targeted recipients are notified via email that their input is required on a submission and to provide status updates	Yes = 1 points. No = 0 points	

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Tender No. 177S/2023/24 – Part B: Scoring based on the demonstration of the Platform Service

9	Campaign management	Platform functionality was demonstrated for the creation of a campaign and alerting a specific user group of the campaign in order to solicit submissions	Yes = 1 points. No = 0 points	8 points
		Platform functionality was demonstrated to link campaigns to specific geographical areas	Yes = 1 points. No = 0 points	
		Platform functionality was demonstrated to set the start and end date for accepting submissions for campaigns	Yes = 1 points. No = 0 points	
		Platform functionality was demonstrated to customise the look and feel for a specific campaign	Yes = 1 points. No = 0 points	
		Platform functionality was demonstrated to inform targeted users, via email of: • New campaigns • The status of campaigns • The outcomes of campaigns	Yes = 1 points. No = 0 points	
		Platform functionality was demonstrated for platform administrators to make campaign submissions visible to the public or keep them closed for viewing	Yes = 1 points. No = 0 points	
		Platform functionality was demonstrated for the collation and grouping of submissions based on specific criteria per campaign	Yes = 1 points. No = 0 points	
		Platform functionality was demonstrated for the customisation of submission form fields for a specific campaign	Yes = 1 points. No = 0 points	
Total Possible Score for the demonstration of the Platform Service				**30**

Tender No. 177S/2023/24 – Pricing Schedule

PART A: Once off costs for work to be completed before system goes live			
Item No	**Description**	**Unit**	**Price per Unit (Excl VAT)**
1	Platform set up, deployment and training	Once-off	R
PART B: Recurring Costs			
Item No	**Description**	**Unit**	**Price per Month for Year 1* (Excl VAT)**
2	Monthly subscription fee (for an unlimited amount of users)	Per Month	R

Section Highlights

Section Highlights: Tenderer's obligations (2.2) Pg. 8-17

- Please read **2.2.1 (Responsiveness Criteria)**

- ***2.2.1.1:***
  "Tenderers are obligated to submit a tender offer that complies in all aspects to the conditions as detailed in this tender document. Only those tenders that comply in all aspects with the tender conditions, specifications, pricing instructions and contract conditions will be declared to be responsive."

- Minimum score for functionality (**2.2.1.3**)
  - **Part A: Ability to deliver and experience** (Completing **Schedule 13**)
  - **Part B**: Scoring based on the demonstration of the Platform Service:

  "In Part B the demonstration of the solution provided by the tenderer on an electronic storage device (e.g, Memory Stick) will be evaluated to enable the City to review the functionality of the solution proposed. The demonstration must be a recorded execution of the steps as outlined in Part B, relating to each of the below requirements, i.e. not just screen shots. The screen shots can be recorded to accompany the demonstration. The City reserve the right to request for a live demonstration if needed in support of the demonstration submitted on an electronic storage device with the tender submission"

Section Highlights: PRICE SCHEDULE (5) Pg. 32

- Please read the Pricing Instructions (**5.1** to **5.13**)

- Complete **Part A & B** as instructed

- Please note Pricing Instruction **5.4**:

  "Prices for Year 2 and Year 3 will be based on Consumer Price Adjustment (CPA) which will be calculated as per Schedule 8: Contract Price Adjustment and/or Rate of Exchange Variation"

- Please also note Pricing Instruction **5.9**:

  "All subscription fees quoted must include all training, licensing, maintenance, technical support and upgrade costs associated with the platform."

Section Highlights: Schedule 13: Information to be provided with the tender (Pg. 55-58)

a. Company profile

b. Product brochure

c. Submit proof of ability to adhere to minimum uptime requirement

• Complete the Table in **13.1**

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Section Highlights: Specifications (13) Pg. 86-89

- Purpose (**13.1**) and Background (**13.2**)

- Platform Requirements (**13.3**) – platform features

- Training material (Online Guides) (**13.4**)

- Online training (**13.5**)

- Demonstration of the Platform Service (**13.6**)

Questions

Briefing Session Closure

Thank You

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