REQUEST FOR INFORMATION

GOODS		SERVICE	X

Request For Information Number:	iThemba LABS – iiLABS/RFI 2024/25:01
Date Issued:	19 September 2024
Description:	Point of sale hardware and software to support point of sale, menu, order and inventory management of the canteen at NRF|iThemba LABS, Old Faure Road, Faure, Cape Town. NB: See page five (5) for full specification.
Closing Date:	04 October 2024
Closing Time:	11:00 am
Delivery Address:	iThemba LABS, ATT: Tender Box, Main Security Gate, Old Faure Road, Faure, Western Cape, 7131
Submit RFI to:	**scm2@tlabs.ac.za**
Date Goods or Service Required:	2024/25
For More Information (Technical):	Elizma van Zyl Tel: 021 843 1000 Email: e.vanzyl@ilabs.nrf.ac.za
For More Information (Supply Chain Management):	Mr Khanyisa Maqwara scm2@tlabs.ac.za

THE FOLLOWING CONDITIONS WILL APPLY:

- Price(s) quoted must be firm and must be inclusive of VAT.
- A firm delivery period must be indicated.
- Provide CSD Summary Report (www.csd.gov.za)

REGISTRATION ON THE CENTRAL SUPPLIER DATABASE (CSD):

The bidder must be on the National Treasury's Central Supplier Database in order to do business with the NRF and for the NRF to award a bid and sign the subsequent contract. Registration on the CSD (www.csd.gov.za) is compulsory and bids from unregistered bidders are not considered.

National Treasury Contact Details: +27 (0) 12 406 9222 or email csd.support@treasury.gov.za.

SCHEDULE 1 - SPECIFICATION

1   INTRODUCTION TO THE NRF

The National Research Foundation ("NRF") is a juristic person established in terms of the National Research Foundation Act, Act 23 of 1998, and a Schedule 3A Public Entity in terms of the Public Finance Management Act. The NRF is the government's national agency responsible for promoting and supporting research and human capital development through funding researchers, provision of the National Research Platforms, and science outreach platforms/programs to the broader community. The NRF provides these services in all fields of science and technology, including natural science, engineering, social science, and humanities. The NRF delivers its mandate through its internal business units which are both functional and geographical diverse. All contracts flowing from bidding only apply to iThemba LABS Cape Town.

2   INTRODUCTION TO THE NRF BUSINESS UNIT RESPONSIBLE FOR THIS BID

iThemba LABS (Laboratory for Accelerator-Based Sciences) is a multi-disciplinary research laboratory based at two sites in the Western Cape and Gauteng respectively, these provide facilities for:

- Basic and Applied Nuclear Physics Research using Particle Beams
- Research Radiation Biophysics
- The supply of Accelerator-produced Radioactive Isotopes for Nuclear Medicine and Research

The Business Administration and Finance Department is responsible for this RFI.

iThemba LABS seeks to appoint a reputable Service Provider as required by National Treasury Regulations (NTRs) and Public Financial Management Act (PFMA) through an open and competitive process so that it can realise the benefits of the strategic sourcing which includes, amongst others:

- Reducing the cost of effort and administration
- Minimising price inconsistencies
- Reducing inadequate contract management and service delivery

This Request for Proposal is intended to allow the successful bidder to specify and present their skills, expertise and price for the above-mentioned services to iThemba LABS. Final acceptance of any proposal is not guaranteed, this being the exclusive right of iThemba LABS.

The purpose of this RFI is to invite proposals for the **appointment of a qualified service provider to supply, deliver and install point of sale hardware and software to support point of sale, menu, order and inventory management of the canteen at NRF|iThemba LABS, Old Faure Road, Faure, Cape Town.** with the right to cancellation due to non – performance.

3   OBJECTIVES OF ITHEMBA LABS

The long-term Key Strategic Objectives of iThemba LABS are well aligned with five of the six Strategic Outcomes of the National Research Foundation (NRF) as follows:

- iThemba LABS develops and provides to its users Leading-edge Research and Infrastructure Platforms aimed at responding to the needs of the SA research community in sub-atomic science and technology, radio-biology, radio-chemistry and environmental sciences, as well as other disciplines that can benefit from ion beam analysis techniques.
- iThemba LABS to contribute to an Internationally Competitive and Transformative Research System through in-house and collaborative research projects and through growing the production of globally competitive research outputs our training capacity is enhanced, leading to improvement in both quality and quantity of Human Capacity Development (HCD).
- iThemba LABS further contributes to the NSI by growing and enhancing our Radionuclide Production portfolio and service offering for the health and related benefits of the SA community whilst improving cost recovery opportunities.
- iThemba LABS constantly strives to deliver transparent HR/Business/Finance processes (including Health and Safety) in line with the NRF policies in support of the operations and to facilitate Strategic Decision Making
- iThemba LABS offers an extensive range of training programmes, mainly focused on post-graduate training where our research facilities are being utilized.
- iThemba LABS engages in a variety of science outreach programmes aimed at establishing a Scientifically Literate and Engaged Society

Supplier Response

Registered Name of Supplier:	
Trading As:	
Represented By:	
Capacity:	
Address of Supplier:	
Contact Tel:	
Email Address:	
CSD Supplier Number:	**MAAA…………………………………**
CSD Summary Report Attached:	
Brand:	
Formal Quotation Submitted:	
Payment Terms: 30 Days from date of Invoice	

DETAILED SPECIFICATIONS:

1. Background and business need

The iThemba LABS canteen is seeking to appoint a qualified service provider to supply, deliver and install a hardware and software solution to support point of sale (POS), menu, order and inventory management of the canteen at NRF|iThemba LABS, Old Faure Road, Faure, Cape Town.

The canteen is currently undergoing refurbishment to service 100 – 200 customers per day. The canteen attracts long ques around tea and lunch break times which require a que management solution. Optimal management of sales, inventory, menu, ordering, que, payment and collection of pre-orders and walk-ins is required.

2. Objectives of this RFI

2.1. To understand available POS solutions in the market.

2.2. To identify vendors capable of providing integrated POS hardware and software solutions

2.3. To provide interested service providers with adequate information to understand and respond to iThemba LABS's requirements.

2.4. To provide interested service providers with an opportunity to present iThemba LABS with best suitable options that meet the requirements of iThemba LABS.

2.5. To provide interested service providers with an opportunity to provide a costing schedule with detailed cost drivers for the proposed approach.

3.   Implementing the solution is expected to provide the following benefits:

3.1. Providing a long-term solution that is easy to use.

3.2. Obtain a POS software and hardware solution that will support sustainability, efficiency and excellent customer service.

3.3. Optimising management of sales and customer service

3.4. Perpetual inventory management

3.5. Accommodate several payment options while minimising human error.

3.6. Order and que management incorporating online/app ordering and payment

3.7. Reduce man hours spent on manual order receiving and queuing of orders according to collection time.

3.8. Improve POS security and functioning during peak times.

4. Specifications, Features and Functionality

The following specifications must be addressed in your proposal:

4.1. Point of sale system and terminals

4.1.1.   <u>A point of sale system</u> for two terminals to be supplied and installed. The point of sale software should support:

- access control and system security,
- fingerprint scanning for cashier log-in and debtor account access,
- assigning levels of control to cashiers, supervisors, managers and administrators,
- barcode scanning,
- barcode generation for manufactured items,
- several payment options including cash draw,
- touch-screen operation,
- receipt printing,
- customer view of the amount due,
- customised set-up of touch-screen for different menus, combos, promotions, condiments, lists etc
- table management
- debtor account management and payments
- turnover reporting, item sales reporting, day-end and cash up.

4.1.2.   <u>Cost-effective hardware solutions</u> to support the peripheral functions at two terminals to be included in the proposal. This may include a:

- computer,
- finger print scanner,
- barcode scanner,
- cash drawer,
- touch screen,
- customer screen,
- receipt printer,

4.1.3.   Mobility options – such as handheld devices or tablets for mobile sales and order taking.

There is an existing POS, tablet, handheld barcode scanner x 1, cash drawer x 1, computer x 1 and receipt printer x 2 which must preferably be refurbished if practicable and compatible with the POS system

All hardware must carry a warranty of at least 12 months from date of installation.

Minimum specification required for POS functionality

Minimum hardware specification:

Specifications for 32" Menu screens

32" Full HD IPS Digital Signage Display - 24/7 Operation

The device should have the minimum specifications:

Panel:

- Resolution: 1920 x 1080
- Refresh rate: 60HZ
- Narrow bezel
- Smart power
- Anti-glare coating

Audio Speaker:

- Built in speaker: 10W x 2

Connectivity:

- WI-FI: 2.4/5.0GHz dual,802.11a/b/g/n/ac
- Bluetooth: BT5.1

Inputs:

- HDMI(2.0) x 2
- DP(1.2a) x 1
- USB2.0(A) x 1
- USB3.0(A) x 1
- RS232(RJ45) x 1
- LAN(RJ45) x 1

Outputs:

- HDMI x 1
- Audio(3.5mm) x 1
- RS232(RJ45) x 1

POS Computer Minimum Specifications

Processor: Intel® Celeron J6412 Gemini Lake Quad-core 2.0 GHz up to 2.6GHz

Memory: 4GB DDR4

Storage: M.2 SATA 128GB

Connectivity:

1 x COM (RJ50),

1 x 12V/24V C/D (RJ11),

2 x USB 3.0,

4 x USB 2.0,

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1 x Giga LAN (RJ45), 1 x Video Display Port

4.1.4.   <u>The specifications for cabinet joinery design</u> to hold point of sale terminal hardware to be included in your proposal. This will be incorporated into existing drawings by a previously appointed designer to fit into existing plans for a refurbished service line-up. The point of sale cabinets/stations must be designed to house all the point of sale equipment securely. The point of sale cabinet/station must be user friendly and comply with aesthetic and ergonomic design principles to support hygiene and safety of the cashier and customer. The cabinet must also make provision for under counter storage of stationary, till rolls and plastic bags.

4.2. Customer Relationship Management:

4.2.1.   Integrate with an online platform where customers can place orders and pay online, provide feedback and reviews to build relationship with customers.

4.2.2.   Support a payment system that is secure and easy for customers to use. The system should comply with PCI DSS (Payment CARD Industry Data Security Standard) to protect customer's payment information. Also support various payment methods, including:

- cash,
- credit/debit cards,
- mobile payments and
- purchases on pre-approved debtor accounts (accounts to be accessed by fingerprint scanner).
- Online/App payment

4.2.3.   Provide an overall better customer experience

4.2.4.   Improved efficiency and management of orders, order tracking and reduced wait times.

4.3. Inventory management:

4.3.1.   <u>A system for managing inventory that</u>:

- Can be accessed from at least 4 back-office PC's.
- Track stock levels in real time to prevent shortages and over ordering.
- Allows stock items to be categorized and grouped.
- Accommodate ready to sell and ingredient stock items
- Tracks stock items from procurement to sale and or usage
- Tracks best before dates and supports first-in, first out system
- Supports multiple storage locations and management of movement between locations – such as between bulk store and shop-front

- Allows for back-office management of items regarding to description, unit of measure, store location, mark-up, price, holding balance, re-order level, terminal control and display, barcoding, label design and printing
- Includes creditor management such as creditor details, purchases, returns, statements, viewing and reprinting of previous creditors transactions. Converting creditor invoices to credit notes.
- Includes debtor account management such as back office management of debtor details, setting of credit limits, generating quotations, invoicing of events for internal departments, statements, system generated emailing of statements, debtor stock usage reports, recording of EFT or Internal Business Unit transfer payments.
- provides alerts for low stock levels, and generates re-order lists
- generates sales reports which can be customised
- generates categorized stock usage reports
- generates reports on consumption patterns
- generates form for stocktaking
- allows stock adjustments

4.4. Menu and order management

4.4.1.   Integration with a system for managing the canteen menu that allows for easy updates on:

- Menu displays on screens in shopfront
- Menu display on online platform/ application

4.4.2.   Provides a system for managing food orders that:

- Allows customers to pre-order meals and pick them up at designated times via an online platform/ application, which also allows pre-payment
- Que orders from shopfront and online/ application platform in order of collection times on screen in kitchen supported with automated printing of orders on a remote printer in kitchen.

4.5. Reporting and analytics:

4.5.1.   A system for generating detailed reports to aid understanding of sales trends, inventory needs and customer preferences. This may include reports on item/menu sales, receipts (live and historic), turnover, stock on hand, stock usage, stock adjustments, debtor and creditor balances and statements. Reports should be customizable and exportable to various formats, such as Excel or PDF.

4.5.2.   A system for keeping history of transactions.

4.6. Integration and scalability:

4.6.1. <u>A system that integrates</u> with existing networks and other software used by NRF|iThemba LABS, such as the employee database and D365 accounting.

4.6.2. <u>The system should be able to support multiple locations</u> or additional features to accommodate business expansion.

4.6.3. <u>Integrate with online platform for customer relationship management</u>

4.7. Support and maintenance contract:

4.7.1. <u>A plan and cost break down for ongoing support and maintenance</u> of the system, including training, software updates and technical assistance.

5. Submission Requirements:

Service providers are requested to provide the following information in their response:

5.1. Detailed description of the proposed system, including hardware and software requirements and any additional features or benefits that the proposed system may offer.

5.2. A timeline for implementation of the system

5.3. A comprehensive breakdown of costs, including any bug fixes, training, fees, recurring fees, software updates and technical assistance required for ongoing support and maintenance of the system for the next 5 years.

5.4. Case studies or examples of similar installation.

5.5. Support services quality and availability

5.6. Feasibility of the proposed implementation timeline and process

6. Evaluation criteria:

6.1. Functionality – alignment with the specified requirements

6.2. Cost – Total cost of ownership, including upfront and ongoing expenses.

6.3. Vendor experience and reputation.

7. Specific Conditions

1) Responses received from the prospective service providers give no rise to any contractual obligation to IThemba LABS.

2) IThemba LABS reserves its own right to utilise or not utilise any of the information provided by the prospective service providers.

3) All prices are to be quoted in South African Rand current, inclusive of VAT.

4) IThemba LABS reserves the right to request further information should they deem necessary to do so.

5) The Request for Information (RFI) is not a bid but a request for information to achieve the objectives and purpose as outlined above.

6) iThemba LABS may decide to call presentations/demonstrations to interrogate the proposals submitted by any prospective service providers.

By signing this request for information form the supplier confirms that they understand the services in respect of this **RFI** and **Description** of services as described in this document.

_____   _____
Signature   Date

Print name: _____
On Behalf of the Supplier (duly authorized)