

SCM /Tender Ref #:	RFP 02 – 2022/23
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Request for proposals for:	Development of a Stakeholder Database
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## 1. BACKGROUND / CONTEXT

The main objective of Stakeholder Coordination and Outreach sub-programme is to manage facilitation of stakeholder coordination and outreach across all sectors of society through developing appropriate tools, strategies and guidelines.

The Department intends to develop such a Stakeholder Database in order to effectively coordinate and engage with its various stakeholders. The purpose of this Terms of Reference (TOR) is to define all aspects of how a service provider will undertake the establishment of the Stakeholder Database.

## 2. PROBLEM STATEMENT / PURPOSE

The main objective of Stakeholder Coordination and Outreach sub-programme is to manage facilitation of stakeholder coordination and outreach across all sectors of society through developing appropriate tools, strategies and guidelines. The Chief Directorate is tasked with the responsibility of developing stakeholder database for the DWYPD for ease of access by all users from the Department as well as external stakeholders.

The intended objectives of the Stakeholder Database are as follows:

- i. To deepen the involvement of different stakeholders in various programmes of the Department of Women, Youth and Persons with Disabilities;
- ii. To encourage inclusive local and national governance by providing a platform for different stakeholders to discuss and plan together; and
- iii. To address vertical and horizontal coordination across all spheres of government in order to ensure seamless management and monitoring of programmes developed by DWYPD.

## 3. OBJECTIVES AND SCOPE OF PROJECT

The DWYPD is looking for a skilled professional who will be tasked with the establishment of an intelligible online stakeholder database focusing on the department's internal and external stakeholders to be used by both. This should be an all-encompassing tool inclusive of a built-in system where critical data about the DWYPD's information is systematically stored, easy to retrieve and reusable.

The task of establishing an Online Stakeholder Database requires a specialized IT expert e.g. Database Designer, Applications Manager, Web Designer etc. The department is therefore looking to appoint a Service Provider who will be able to undertake the establishment of the Stakeholder Database for a period not exceeding six months. This Service Provider must be able to implement and setup an Online Database system for the department working closely with the SMCB team.

The developed system must be compliant with all the Customer Relationship Management (CRM) data governance and data standards. It is recommended that the Service Provider should propose the suitable and sustainable Online Database system. This should also include selection of model and design which will host advanced, multiple and complex data and information.

The precise focus of the database design will be to define the detailed database design, including tables, indexes, views, constraints, triggers, stored procedures, and other database-specific constructs needed to store, retrieve, and delete persistent objects.

The proposed model should have both the public interface as well as the secure interface to cater for public access as well as internal access. The service provide will be expected to assist the department on the best way possible to obtain the various stakeholders and to input this information into the database.

**Rights of Usage of Material:** All aspects of the project will be within the legal rights of the Department of Women, Youth and Persons with Disabilities (DWYPD). All products/material developed to enhance the project will therefore be deemed the property of the DWYPD.

#### 4. PROPOSED METHODOLOGY / APPROACH

The task of establishing an Online Stakeholder Database requires a specialized team of IT expert which could comprise of roles such as Project Manager, Database Designer, Data Architect, and a Web Developer or more. The DWYPD is therefore looking to appoint a Service Provider who will be able to undertake the establishment of the Stakeholder Database for a period not exceeding six months. This Service Provider must be able to implement and setup an Online Database system for the department working closely with the SMCB team led by the Director.

Preferably, the Service Provider will be compliant with the ISO 27001 Certification, making them capable to implement information security management systems and prevent the misuse of data. The developed system must be compliant with all the Customer Relationship Management (CRM) data governance and data standards.

The precise focus of the database design will be to define the detailed database design, including tables, indexes, views, constraints, triggers, stored procedures, and other database-specific constructs needed to store, retrieve, and delete persistent objects. The proposed model should have both the public interface as well as the secure interface to cater for public access as well as internal access. The service provide will be expected to assist the department on the best way possible to obtain the various stakeholders and to input this information into the database.

It is preferred that the integrated database design process is presented at the following stages (based on the three-level data representation of the ANSI/SPARC architecture or any standard relevant):

- Designing the conceptual information model of the domain area.
- Selecting the database management system (DBMS), that is used for implementing the database.
- Presenting the conceptual information model into the physical database structure in notation of the specified DBMS.

The second stage is generally executed only in initial database development, while extending the information base the DBMS is changed rarely, and concurrent use of different DBMS reinforces the requirement to design of the conceptual information model. For realizing the third stage, there are a number of software tools, e.g. Oracle SQL Developer, Embarcadero ER/Studio XE that automate designing the physical database structure for the specified DBMS.

#### 5. DELIVERABLES AND TIME FRAMES

The project will run from December 2022 for a period of not more than six months.

The Service Provider should attend a meeting with the Department of Women, Youth and Persons with Disabilities within two days of his/her appointment.

#	Description	Expected/Estimated dates	% of project (Payment)
1.	The project requirements will consist of one skilled Database Designer who will report to the Stakeholder Coordination and Outreach sub-programme. The Database Designer is supposed to complete this project in a period of not greater than six months.	December 2022	0%

**TERMS OF REFERENCE: ANNEXURE A**

#	Description	Expected/Estimated dates	% of project (Payment)
2.	The first task of the service provider will be to present the proposed layout and the deployment plan of the proposed Online Database System. This should be part of activities for the first month.	December 2022	0%
3.	In the second part of the first month a prototype of the system should be developed/established and fields created and configured to best suit the departmental needs.	December 2022	15%
4.	With the assistance of the department and the SMCB unit, the service provider should gather all key information about internal and external departmental stakeholders. The data should be cleaned and then moved into a data warehouse. Subsequently the data should be scrubbed to upgrade the quality after it has been moved into the warehouse.	January 2023	15%
5.	In addition to the development of the system the service provider will also be responsible for: <ul style="list-style-type: none"> <li>i. Assisting with end user training and coordinating the implementation of the system by the department;</li> <li>ii. Work with departmental units to ensure that data requirements are being met;</li> <li>iii. Strategically plan, execute, and assess the performance of individual CRM programs strategy within the internal teams;</li> <li>iv. Manage user setup, access, dashboards, and reporting;</li> <li>v. Responsible for pulling out required reports from the CRM Database Solution;</li> <li>vi. Local and remote administrator training, including documentation;</li> <li>vii. Documents user requests and incidents of the CRM Database Solution.</li> </ul>	Jan-Feb 2023	15%
6.	Further to these key deliverables, the service provider will also be responsible for skills transfer within the department to ensure that the Database is usable by departmental officials post project design, implementation and handover. This will also entail the development of training manuals.	March 2023	15%
7.	Presentation and testing of the database. Recommendations and inputs made by the department.	April 2023	20%
8.	Final presentation and handover of the database	May- June 2023	20%
<b>Total</b>			<b>100%</b>

## 6. FINANCIAL ARRANGEMENT

It should be noted that the Department of Women, Youth and Persons with Disabilities does not pay a 50% deposit to service providers upfront. Service Providers should therefore not quote for that on their quotations.

The service provider should keep record of all financial expenditure and ensure that the expenditure remains within the agreed budget. The successful Service Provider will be paid from the budget of Stakeholder Coordination and Outreach in line with agreed upon milestones reached in a six month period. **Due to the**

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department's budget constraints the Service Provider will be judged on cost effectiveness. The department will not pay 'top up' fees post development of the Stakeholder Database.

**7. INFORMATION/DOCUMENTATION TO BE PROVIDED BY THE SERVICE PROVIDER**

The service provider should before the start of the project submit an action/work plan document with the necessary scheduling including all the milestones and time lines.

The service provider will at the end of the project provide the DWYPD with all login/access details where necessary including any user manuals/specification documents