

ROBBEN ISLAND MUSEUM

SUPPLY CHAIN MANAGEMENT: REQUEST FOR INFORMATION (RFI) FORM



SUPPLY CHAIN MANAGEMENT DEPARTMENT			
RIM OFFICIAL:	Lungisani Lite	DEPARTMENT:	Finance - SCM
CONTACT DETAILS			
TEL:	021 413 4208	EMAIL:	LungisaniL@robben-island.org.za

SPECIFICATION DETAILS	
REQUIRED	SHOPIFY SERVICE PARTNERS ("RESPONDENTS") THAT SPECIALIZE IN PROVIDING SOLUTIONS FOR DEVELOPING AND MANAGING AN ONLINE RETAIL PLATFORM
SPECIFICATION	Kindly see the attached Terms of Reference. <u>SCOPE OF WORK/SERVICES</u> Kindly see the attached Terms of Reference.
Closing Date	08 AUGUST 2024 at 11H00 AM
ROBBEN ISLAND MUSEUM "RIM" TERMS AND CONDITIONS	
RIM reserve the right to	the right to accept the whole information/proposal or of your submitted information/proposal or any item or part of any item or accept more than one information/proposal (in the event of a number of items being offered)
	the right to accept an information which is not substantially or materially different from RFI specifications/terms of reference
Submission of Proposals	RIM shall not consider information/proposals, which are received after the closing date and time for such an information/proposal.
	RIM will not be held responsible for any expenses incurred in preparing and submitting information/proposals.



**ROBBEN ISLAND MUSEUM (“RIM”)
REQUEST FOR INFORMATION (“RFI”)**

RFI NUMBER:	RFI-RIM/IFM/2024/02
RFI TILE:	Request for Information: Service Partner – Online Retail Platform

RFI PROCESS	EXPECTED DATES
RFI Advertisement Date	17 July 2024
RFI Closing Date and Time	08 August 2024 at 11H00 AM
RFI Available from	RFI Document can be accessed on e-tender portal and RIM website
Briefing Session	Not applicable
Contact details	LungisaniL@robben-island.org.za

TERMS OF REFERENCE: SERVICE PARTNER – ONLINE RETAIL PLATFORM

Shopify Service Partners (“Respondents”) that specialise in providing solutions for developing and managing an online retail platform are requested to forward their contact details, company profiles, proof that they are rendering these services to at least 3 other contactable clients, detailed financial proposals with different viable options.

TERMS OF REFERENCE: SERVICE PARTNER – ONLINE RETAIL PLATFORM

It must be noted that responses to this notice are not offers and RIM does not intend to award a contract based on the responses to this notice, to pay for any information submitted, or for the use of such information. Bidders may be invited to present their proposed online retail solution to the RIM team as a response to this issued RFI.

RIM may issue a Request for Proposal ("RFP") for the purchase and implementation of the preferred solution. Furthermore, this notice shall not limit any rights of RIM, and RIM reserves all rights including but not limited to its rights to elect not to procure the services that are the subject of its notice and its right to procure them from a vendor that has not responded to this RFI.

1. DEFINITIONS

- 1.1. **"Respondent"** – any person (natural or juristic) who responds to the RFI with the intention of being the main contractor should the RFI be awarded to them.
- 1.2. **"RFI"** – A request for information, which is a written official enquiry document encompassing all the terms and conditions of the information in a prescribed or stipulated form.
- 1.3. **"RFI response"** – a written response to the RFI in a prescribed form.

2. BACKGROUND

Robben Island Museum ("RIM") is a Schedule 3A Public Entity in terms of the Public Finance Management Act.

RIM is a Cultural Institution in terms of the Cultural Institutions Act and a World Heritage Site as declared by UNESCO.

In 2019, RIM was declared a Marine Protected Area which is a controlled zone in terms of environmental compliance requirements by the Department of Fisheries, Forestry, and Environment.

The museum is based on a site with a multi-layered history that goes back to the 16th century:

- Banishment place for local chiefs resisting colonialism.
- Banishment place for lepers;
- Defence line for the 2nd World War; and
- The island was a prison for political and common law prisoners from the 1960s to the early 1990s.

TERMS OF REFERENCE: SERVICE PARTNER – ONLINE RETAIL PLATFORM

RIM receives over 200 000 tourists on an annual basis. The tourist base is both local and from across the globe, e.g. USA, United Kingdom, Netherlands, Germany, and France.

RIM is conducting a feasibility study to establish an on-line retail platform to sell a variety of items, e.g. clothing items, books, crafts, and other mementos directly to physical and virtual visitors to RIM.

Thus, RIM is engaging suitable parties with the relevant expertise to establish and provide management assistance for the on-line retail platform.

3. SCOPE

The scope of this RFI encompasses amassing the relevant information from industry to enable RIM to:

- Identify a suitable solution.
- Assist in establishing a User Requirement Statements and Bid Specification(s).

This RFI is aimed at South African based Shopify Service Partners for RIM to amass relevant information with respect to the service partner solutions in both establishing and operating an on-line retail platform in the global market, with specific reference to the following specifications listed on Shopify, but not limited to:

1. End-to-End Store Setup and Management:

- 1.1. Store Build.
- 1.2. Product & Collection Setup.
- 1.3. Theme Customisation.
- 1.4. Store Settings Configuration.
- 1.5. POS Setup.

2. Marketing & Sales:

- 2.1. Search Engine Optimisation.
- 2.2. Social Media Advertising.
- 2.3. Content Marketing.
- 2.4. Analytics & Tracking.

3. Other Considerations:

- 3.1. Potential Term of Contract is 3 years.
- 3.2. Respondents are requested to provide separate indicative pricing on "End-to-End Store Setup and Management" AND "Marketing & Sales".

4. CONFIDENTIALITY

All information related to this Request for Information ("RFI") both during and after completion is to be treated with strict confidence. Should the need however arise to divulge any information gleaned from the service which is either directly or indirectly related to the RIM, written approval to divulge such information will have to be obtained from Robben Island Museum ("RIM").

The Respondents must ensure that confidential information is: maintained confidential; not disclosed to or used by any unauthorised person; so as to prevent any disclosure or unauthorised use with at least the standard of care that Respondents maintain to protect their own confidential information; only used for the purpose of considering and responding to this RFI; and not reproduced in any form except as required for the purpose of considering and responding to this RFI. Respondents must ensure that: access to confidential information is only given to those of its partners, officers, employees, and advisers who require access for the purpose of considering and responding to this RFI; and those partners, officers, employee, and advisers are informed of the confidential information section and keep that information confidential. This RFI always remains the property of the RIM. No rights other than as provided in this RFI and in respect of the confidential information are granted or conveyed to bidder/s.

5. RFI SUBMISSION PROCESS

- RFI Responses are to be submitted by 08 August 2024 at 11H00 AM.
- Submissions are to be emailed to LungisaniL@robben-island.org.za
- Contact Person for Queries:
 - SCM Department: Lungisani Lite
 - Email: LungisaniL@robben-island.org.za

NB: RIM retains the right to change the timeframe whenever necessary and for whatever reason it deems fit.

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? YES/NO

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? YES/NO

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? YES/NO

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

I, _____ the _____ undersigned,
 (name)..... in
 submitting the accompanying bid, do hereby make the following
 statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder



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