

ANNEXURE A – INSTRUCTIONS TO BIDDERS: BWISE HOSTING AND MANAGEMENT PLATFORMS

In submitting their tenders, Bidders must respect all instructions, formats, terms of reference, contract provisions and specifications contained in this tender dossier. Failure to submit a tender containing all the required information and documentation within the deadline specified will lead to the rejection of the tender.

1. SERVICES TO BE PROVIDED

The services required by the Bidder are described in the terms of reference, attached as Annexure B of this tender dossier.

2. TIMETABLE

Activity	Deadline date
Advertisement of tender	06 March 2025
Non-Compulsory Virtual Tender Briefing (Join the meeting now)	17 March 2025 @ 09:00-10:00
Bidders to submit written questions on or before:	19 March 2025 @ 16:00
Soul City Institute to respond to bidders' written questions on or before:	24 March 2025 @ 14:00
Tender Submission	28 March 2025 @ 16:00
Tender Evaluation	01 April 2025
Interviews/Presentation with selected Bidders (If applicable)	08 April 2025
Tender Award & Issue of Regret Letters	18 April 2025
Contracting & Project Brief Project Initiation	24-28 April 2025
Project Commencement	01 May 2025

3. PROPOSAL OFFER TO SOUL CITY

The Bidder must provide one proposal, covering the followings sections:

- Technical Offer - in response to the terms of reference.

- Financial Offer- in response to the terms of reference.

4. **EVALUATION PROCESS**

Evaluation of bids will be conducted in three (3) phases as follows:

Stage	Details
Phase 1	Eligibility / Pre-qualification criteria: The purpose of this criteria is to evaluate the bidders on their eligibility, largely based on their structure, organisational design, company documentation & declaration of interest.
Phase 2	Technical / Functional evaluation: The purpose of this criteria is to evaluate the bidders on their technical competencies.
Phase 3	Price and B-BBEE evaluation: The purpose of this criteria is to evaluate the bidders based on the bid price and B-BBEE status.

4.1 **Phase 1: Pre-Qualification Process (Gate 0)**

The Bidders will be evaluated according to pre-qualification requirements which include the submission of mandatory information or documentation. Bidders that fail to meet the pre-qualification requirements of the bid will not be considered further for evaluation on technical requirements i.e., Phase 2.

ELIGIBILITY / PRE-QUALIFICATION CRITERIA
1. The bidder must submit a comprehensive company profile
2. The bidder must provide ALL the following supporting documentation: <ul style="list-style-type: none"> • Valid Tax Clearance Certificate • Valid B-BBEE Certificate • CK Company Documents • Not older than 3 months Bank Letter Confirmation • Proof of Address
3. The bidder must complete & sign declaration of interest form (Annexure D)

4.2 Phase 2: Technical Evaluation (Gate 1) – [100 Points]

The minimum qualifying score for functionality is 70. All bids that fail to achieve the minimum qualifying score on functionality shall not be considered for further evaluation on Price and B- BBEE.

NB: SOUL CITY reserves the right to invite shortlisted bidders to give a presentation on their service offering.

TECHNICAL EVALUATION CRITERIA	WEIGHTED SCORE
UNDERSTANDING OF SCOPE AND SOLUTION DESIGN	70
<u>Understanding of specification & scope of work:</u> <ul style="list-style-type: none"> Bidder must provide a comprehensive understanding of the scope through a detailed proposal addressing all deliverables outlined in the Terms of Reference. Demonstrate an approach to hosting, maintaining, and enhancing the B-Wise platforms (website, PWA, chatbot, and mobile application). Explain strategies for ensuring platform security, high availability, and compliance with GDPR/POPIA. 	25
<u>Solution Design and Innovation:</u> <ul style="list-style-type: none"> Bidder must showcase the quality, feasibility, and scalability of the proposed solution. Detail innovative features that enhance user experience, platform performance, and long-term adaptability. Demonstrate expertise in React, Django, Vue.js, MySQL, and AI-driven chatbot solutions (Dialogflow, Rasa, etc.). Outline an Agile methodology approach for iterative improvements and future technology integration 	25
<u>Technical Robustness:</u> <ul style="list-style-type: none"> Demonstrate ability to manage backend systems, database optimization, API security, and frontend enhancements. Outline patch management, security updates, and version upgrades. Ensure hosting infrastructure is robust, scalable, and optimized for high performance (AWS or equivalent). 	10
<u>Cross-Platform Compatibility:</u> <ul style="list-style-type: none"> Ensure the platform is fully responsive, cross-browser compatible (Edge, Chrome, Safari, Firefox), and optimized for various devices. Ensure the platform is fully response on mobile device apps on AppStore and PlayStore Adherence to WCAG accessibility standards, including voice navigation and support for users with disabilities. Demonstrate optimization of caching and offline functionalities for the Progressive Web App. 	10
EXPERIENCE AND TRACK RECORD	15
<ul style="list-style-type: none"> Bidder must provide evidence of at least 5 years of experience in digital platform development and maintenance. Must demonstrate experience in React, Django, Vue.js, MySQL, AI-driven chatbots, and cloud hosting solutions. Provide at least three business references from organizations of similar size or nature. Showcase experience in security best practices and compliance with GDPR/POPIA. 	15
TRAINING, SUPPORT, AND MAINTENANCE	15
<ul style="list-style-type: none"> Bidder must indicate proof that they will offer comprehensiveness training by provision of step-by-step tutorials, user manuals, and training for staff. Bidder must indicate proof of support through post-deployment strategy, including response times, availability of bug fixes, and options for ongoing maintenance. Monthly reports on platform performance, enhancements, and compliance must be delivered. 	15
TOTAL	100

4.3 Phase 3: Price & B-BBEE Evaluation (Gate 2) – [100 Points]

4.3.1. All bids that achieved the minimum qualifying score of 70 for functionality (acceptable bids) will be evaluated further in terms of price and B-BBEE, as follows:

PRICE AND B-BBEE SCORE	POINTS ALLOCATED
1.1 Price: Bidders must submit a comprehensive and detailed line-item (VAT-exclusive) budget; as well as proposed hours and rates of personnel involved with reference to different levels of proposed resources to be utilized and an estimate of recoverable expenses in line with price template on ANNEXURE C	80
1.2 The preference points, in terms of 4.4 will be awarded to bidders who provide valid proof of their B-BBEE status.	20
TOTAL	30

4.3.2. Points allocated for pricing will be calculated as per the below evaluation criteria:

Price evaluation formula	Points
$Ps = 80 \left(\frac{Pt - Pmin}{Pmin} \right)$	80

4.4 Broad-Based Black Economic Empowerment

The below points will be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
9	0

Original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a verification agency accredited by the South African National

Accreditation System (“SANAS”). In the case of Exempt Micro Enterprises (EMEs) and Qualifying Small Enterprises (QSEs), an affidavit is to be submitted.

4.4.1 In the event of a Joint Venture or Consortium(s) / primary bidder with a subcontractor, the following requirements will apply:

- Bidders who wish to respond to this bid as a Joint Venture [JV] or consortium with B-BBEE entities / primary bidder with a subcontractor must state their intention to do so in their tender submission. Such bidders must also submit a signed JV / consortium / subcontracting agreement between the parties clearly stating the percentage [%] split of business (internal audit fee and work) and the associated responsibilities of each party.
- If such a JV or consortium / subcontracting agreement is unavailable, the directors must submit confirmation in writing of their intention to enter into a JV / consortium / subcontracting agreement should they be awarded business by SOUL CITY through this tender process. This written confirmation must clearly indicate the percentage [%] split of business (internal audit fee and work) and the responsibilities of each party. In such cases, before contracting, a signed copy of a JV / consortium / subcontracting agreement must be submitted to SOUL CITY.
- A consortium or joint venture must submit a valid consolidated B-BBEE Status Level verification certificate.

5. Submission of tenders

Proposals are to be electronically submitted to procurement@soulcity.org.za not later than the closing date which is the 28 March 2025 at 16:00.

No late proposals will be accepted and considered for evaluation. Soul City reserves the right to award the contract to one or more service providers.

6. Period during which tenders are binding

Bidders are bound by their tenders for 45 days after the deadline for the submission of tenders.

7. Alteration or withdrawal of tenders

Bidders may alter or withdraw their tenders by written notification prior to the deadline for submission of tenders. No tender may be altered after this deadline.

Any such notification of alteration or withdrawal shall be prepared and submitted in accordance with Paragraph 5.

8. Costs for preparing tenders

No costs incurred by the tenderer in preparing and submitting the tender as well as attending the interview shall be reimbursable. All such costs shall be borne by the tenderer.

9. Ownership of tenders

The contracting Authority retains ownership of all tenders received under this tender procedure. Consequently, Bidders have no right to have their tenders returned to them.

10. Confidentiality

The entire evaluation procedure, from the drawing up of the shortlist to the signature of the contract, is confidential. The Tender Committee's decisions are collective, and its deliberations are held in closed session.

The evaluation reports and written records are for official internal use only and may not be communicated to either the Bidders or to any other party.

11. Question Submission

All questions relating to the tender must be submitted to procurement@soulcity.org.za