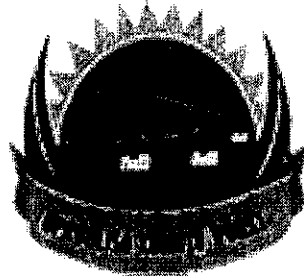


UMZIMVUBU LOCAL MUNICIPALITY



UMZIMVUBU
— LOCAL MUNICIPALITY —

NAME OF THE PROJECT: WEBSITE UPGRADE (MOBILE APP DEVELOPMENT)

TERMS OF REFERENCE

NAME OF THE PROJECT: WEBSITE UPGRADE (MOBILE APP DEVELOPMENT)

1. INTRODUCTION OF THE PROJECT

To obtain services of prospective service providers to develop an online mobile App and support

2. AIM OF THE PROJECT

The municipality seeks the services of a suitably qualified, professional, experienced and competent service providers to plan, design, develop and maintain the municipality's engagement application. The municipality seeks to serve its citizens by allowing them to directly communicate with the municipality and engage in a new innovative way.

3. SCOPE OF WORK

The scope of work to be undertaken by the service provider upon appointment will include the following items:

Hosting and Maintenance

- Must be hosted on windows or Linux operating system
- Must support MS SQL or MySQL Database
- Anti-Virus support
- Automatic backup of database and app contents
- Cron job support
- Server traffic to auto scale depending on demand
- Auto scale of server space depending on demand
- Hosted on local servers in South Africa
- First and second line support
- Monthly and daily stats to be provided
- Must support standard security norms (including Secure Socket Layer & data encryption)
- Server must perform and a high speed to optimize app performance

Platforms

- The mobile application should be accessible from Google Play Store and Apple App Store
- The dashboard must be a web application which will be used to administer all the mobile application data and content

Security

- Users will login using their cellphone number and password
- Upon registration an OTP will be sent to the cellphone number to confirm the cellphone owner
- All users activities must be recorded on the system
- All user passwords must be encrypted at database level

Design

- Design must be graphically appealing
- Must adhere to industry design norms
- Must use the color scheme of the municipality
- Design must accommodate normal size smartphones (android and iPhones) and tablets (iPad and android tablets with at least 7inch screens)

Mobile Application Features: The app must have the following features:

- **Local News** - Feed of news, media and events related to the users life in the municipality. The news feed should be uploaded from the Administration Console by the Administrators.
- **Public Notices** - Feed of public notices from the Municipality to the Citizens. The public notices should be uploaded from the Administration Console by the Administrators.
- **Notifications on Faults logged** – Notifications related to the faults logged by the citizen and updates that will be received from the Dashboard.
- **Broadcast and Live Chat Notifications** - This should display a chronological view of Notifications sent from the municipality to the Citizens. Notifications should be separated into categories of varying importance and will be contextualized to the Citizen's Profile. Push Notifications should be enabled for the Smart Phone Platforms that support this.
- **Chats** – Citizen should be able to engage with Municipality Digital Support Agent via Instant Messaging Chat on any device they have access to.
- **Twitter Feed** - In-App Feed of all Twitter communications published by Municipality should be available on the App.
- **Citizen Feedback** - A feature which provides the Citizen with a channel to provide Feedback directly to the municipality should be available on App.
- Fault Logging and Fault History for the Municipality Departments
- **Bill Presentation (Viewing of Municipal Rates Statement):** An integrated service for notifying citizens of bills, presenting billing information, bill payment and querying bills.
- **Emergency Services Number Listing:** Citizens should have access to a list of convenient and/or important contact numbers that can be dialed directly from the

Application. This function should be up loadable from the Administration Console by the Administrators.

- **Information on Municipal Services:** A contextualized and location based service to find and list local businesses and service providers. This function should be up loadable from the Administration Console by the Administrators.
- **View and update your profile:** Citizen's Profile information should be displayed and should be editable, so that the Citizen can update their information.
- **Share the App with other User:** Ability for a Citizen to Share the App with a friend/family, by inserting their mobile number and selecting "Share" and they receive a link/url via sms to download the app.
- **View your Councillors, Wards and Ward Details:** A view of the Councillors, Wards and Ward Details. This function should be up loadable from the Administration Console by the Administrators.
- **Youth Engagement:** A youth engagement module that should also be accommodated on the App, The Citizen should be able to view the following:
 - Surveys
 - Gallery
 - Opportunities & Bursaries
 - Contact Details
 - Events
- **Business Listings:** A contextualized and location based service to find and list local businesses and service providers. This function should be up loadable from the Administration Console by the Administrators.
- **Terms & Conditions:** Standard Software Disclaimer that represent Terms & Conditions that the Municipality requires should be on the App
- **Privacy Policy:** Standard Software Disclaimer that represent Privacy Policy that the Municipality requires should be on the App

Dashboard Features: The municipality administration should be able to:

- **Upload Content:** The upload of all the app content must be managed on the dashboard
- **Respond to Queries:** All queries should be responded to using the dashboard
- **Mobile App Stats:** All user engagement should be monitored on the dashboard

5. KEY DELIVERABLES

- 5.1. Online App (Google Play Store and Apple play Store)
- 5.2. Support

6. REQUIREMENTS

- a) A service provider must be registered in the municipal data base of the suppliers and national treasuries database.
- b) A service provider must quote for work to be done
- c) A service provider must submit a valid tax clearance certificate
- d) A service provider that has embark on a similar project in at least three other institutions.
- (e) A service provider must undertake to provide the required service from the date of appointment to the end date.

7. PROJECT MANAGEMENT

The Service Provider will work very closely with the Umzimvubu Local Municipality Assistant Manager: ICT is designated as the Project Manager.

8. PROJECT TIMEFRAME

The contract is for a period of two (2) months, but can be terminated when there is proof of underperformance or sub-standard.

9. PROJECT BUDGET

Service Providers must present a work plan and budget consistent with the amount of work as specified in the "scope of work". The work shall vary from time to time depending on the need from the Municipality as shall be confirmed via the means of an official order.

10. PROPOSAL SUBMISSION REQUIREMENTS

All proposals must cover the following aspects of importance:

10.1 Brief Company Profile

Including brief history, field of expertise, staff qualifications, and previous experience where the main office is based as well as any other offices and a list of recently completed projects similar to the one we are requesting.

10.2 Proposed Methodology

Service provider should come up with a sound and workable methods for the development of the above.

10.3 Proposed Cost Structure (Business Plan)

Detailed Breakdown of Proposed Fee Structure

10.4 Expertise Required:

Due to the urgency of delivery, the scope requires a service provider to drive this project, in conjunction with necessary stakeholders and all other relevant interested and affected groups.

All the required professional team should be involved from the beginning.

10.5 Compulsory Terms and Conditions

A proposal will not be considered unless the service provider furnishes the ULM with the duly completed documents mentioned below. In the event that a proposal is submitted by a consortium/joint venture, each party, consultant and or sub-contractor of such consortium/joint venture must complete each of the documents mentioned below.

- Proof Ownership
- Declaration of Interests
- Tax Certificate
- MBD 4, MBD 8 and MBD 9

10.5.1 The consortium submitting the proposal must declare any conflict of interests that it may have.

10.5.2 The ULM reserve the rights, not to accept any proposals in part or in whole

10.5.3 The ULM reserves the rights to suggest partnerships or joint venture to be formed between bidders, or that the assignment must be awarded to an exclusive BEE firm.

10.5.4 The awarding of proposals will be valid for 80 days after the closing date.

10.5.5 The ULM reserve the rights to amend any conditions, validity period, etc. in the event of material changes to the procedures, all parties will be duly notified and be dealt with transparently and equitable.

10.5.6 Successful bidders will need to be prepared to commence work within 7 working days of being informed of the awarding of the tender.

10.5.7 Failure to comply with these conditions will result in the invalidation of the proposal and subsequent expulsion/termination from the process.

10.5.8 Successful bidder will be required to submit weekly progress reports.

10.5.9 The guidelines contained in the Umzimvubu Local Municipality Supply Chain Management policy will apply.

10.6 Evaluation Criteria 80/20 Functionality 100 points where 60 points must be scored in order to be evaluated further.

Stage 1 – Functionality

Relevant experience	40
3 -5 Similar projects = 40	
2 – 4 Similar projects = 25	

1 Similar projects	= 15	
0 Similar projects	= 0	
Capacity		40
Clear design and layout outlined	= 40	
Average design and layout outlined	= 20	
No design and layout outlined	= 0	
Hosting Services		20
Hosting site with backup	= 20	
No hosting site and backup	= 0	

NB: To proceed to next stage you need to obtain at least 60 points from stage 1

Stage 2 – Price and preferential points

Price : 80

B-BBEE : 20

10.7 Submission Format

All proposals must be in the form of an A4 bound documents, which is sealed in an envelope, clearly marked with the project name and contract number.

10.8 Where to Submit:

10.8.1 All submissions must be clearly marked:

“WEBSITE UPGRADE (MOBILE APP DEVELOPMENT)”

And be addressed for the attention of Mr. G.P.T. Nota

10.8.2 Submissions must be hand delivered to the Municipal Offices in KwaBhaca and deposited in the tender box situated in the reception area at 813 Main Street, KwaBhaca.

10.8.3 Due date for the submission of proposal _____ at 12H00. **NO LATE SUBMISSIONS WILL BE CONSIDERED.**

11 INFORMATION AND ENQUIRIES

11.1 TECHNICAL ENQUIRIES

To the attention of Mr. T Funani

Phone : +2739 255 8568

Fax : +2739 255 0167

Email: Tozamile.Funani@umzimvubu.gov.za

11.2 OTHER ENQUIRIES

Any other queries related to the bid must be addressed to the attention of Mr.

G.P.T. Nota - Municipal Manager

813 Main Street

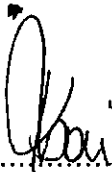
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Mrs. N. Kubone

Manager: Corporate Services