

DEPARTMENT OF TRANSPORT

Tender for Zibambele Management System (ZMS)

1. Purpose:

The KZN Department of Transport invites Suppliers to respond to the tender for the Zibambele Management System (ZMS). The tender Proposal includes the system and the implementation of the system.

The User Requirements Specification document is complete and attached.

The Department will consider responses for:

- already developed systems and
- responses for the development of the system.

Should an already developed system exist then the effort, costs and timeframes for any customisation and configuration should be included in the response (customization will be limited to 3 months). The estimated percentage fit of the system to the requirements documents is also required.

2. Background:

The Zibambele Maintenance Programme is a flagship, poverty alleviation Programme initiated by the KwaZulu-Natal Department of Transport and adapted from the Kenyan Lengthman model, using labour intensive methods to maintain sections of rural road, as well as carrying out other maintenance activities.

The Programme contracts a household rather than an individual and focuses on women headed households, which the local communities themselves identify as being most destitute, with a view to providing them with long-term sustainable employment opportunities.

The Programme is in line with Government's Expanded Public Works Programme which aims to draw significant numbers of unemployed into productive work, accompanied by training, to enable them to increase their capacity to earn an income in the future.

Area Offices, Cost Centre offices, Regional Offices and the Head Office are responsible for the day to day management of the implementation of the Zibambele Program.

The various offices are responsible for both managing and reporting on project and programme progress to ensure that the Department achieves its strategic objectives. All offices require accurate and complete information for project tracking, administration, budgeting and strategic purposes. KZNDOT currently relies on various spread sheets and single user database solutions which are inherently unsuitable for the management of projects at an enterprise level.

KZNDOT is moving towards project based costing and project management processes in order to manage not only the projects but also contractors, quality and performance. The existing systems are unsuitable for this project management and performance based approach.

The Department has recognised the benefits of implementing or purchasing a Zibambele Management Solution using practical, leading edge technologies and methodologies.

A modular approach to the systems development/ or acquisition and implementation of the ZMS system is proposed and is broken down in order of priority, into the following 3 phases.

- Phase 1: Implementation of base system
- Phase 2: Implementation of inspections
- Phase 3: Mobile inspections and full integration

A decision and implementation of a Document Management System is imminent, this will provide the document repository requirements for the ZMS system.

3. Documentation and Scope

The Department has developed the User Requirement Specification in preparation for the development/Acquisition of the Zibambele Management system (ZMS).

These documents provides the basis for the preparation and execution of the

- Technical Systems Design of the modules and Development/Configuration of the system modules.
- User Testing for the complete system scope
 - User testing will be conducted to confirm connectivity speed and system perform per region and per Cost Centre.
 - User testing of functions will be conducted by 8 users (report testing).
- User Training for the complete system scope
 - Total number to be trained is ±530.
- Implementation for the complete system scope
 - Data Migration from consolidated spread sheets and possibly other Access databases.
- A 3 month intensive Post Implementation period per module
- Integration of the system
- A 3 year support contract

4. Technical Requirements

The preferred architecture would be a web based system being made available over the intranet.

The system must comply with minimum security standards with appropriate levels of access control.

The availability of the Wide Area network especially in rural areas is a risk and solution in respect of offline data capture and hand held devices need to be considered.

The system should display GIS using Google earth as a backdrop.

5. Integration Scope

- KZN DOT intends on moving towards a service orientated architecture enabled by an enterprise service bus (ESB) and middle technology. This solution must therefore be SOA-capable providing the ability to integrate with other applications using ESB and middleware technologies. The service provider must elaborate in their proposal on how this will be ensure/ achieve.
- Integration between the Road Asset Management system; The Departmental ESRI ARCVIEW Geographical Information System, the proposed Document Management System and various communication mechanisms such as email, sms, hand held devices, is required.
- An interim Document Storage facility may be required until the Document Management System is implemented. The Department has partnered with the State Information Technology Agency (SITA) in respect of a Document

Management Shared Services initiative and the chosen product for Electronic Content Management for the shared service is Alfresco. The system should be able to integrate with the Electronic Content Management system.

- Project data history must be kept for 5 years before achieved. When achieved the high level project details should remain on the system and the contract details can be achieved.

6. Scope of Responses

The department will accept responses as follows:

- i) The Department will accept responses for one of the following options.
 - Existing Zibambele Management System
 - The system must be fully configurable as the Department will not consider any major customisation.
 - Development of Zibambele Management System
- ii) Responses should include costs for the development of individual phases and a cost for the development of the complete system.
- iii) The Department will consider individual bids or consortium bids.

7. Project Phasing:

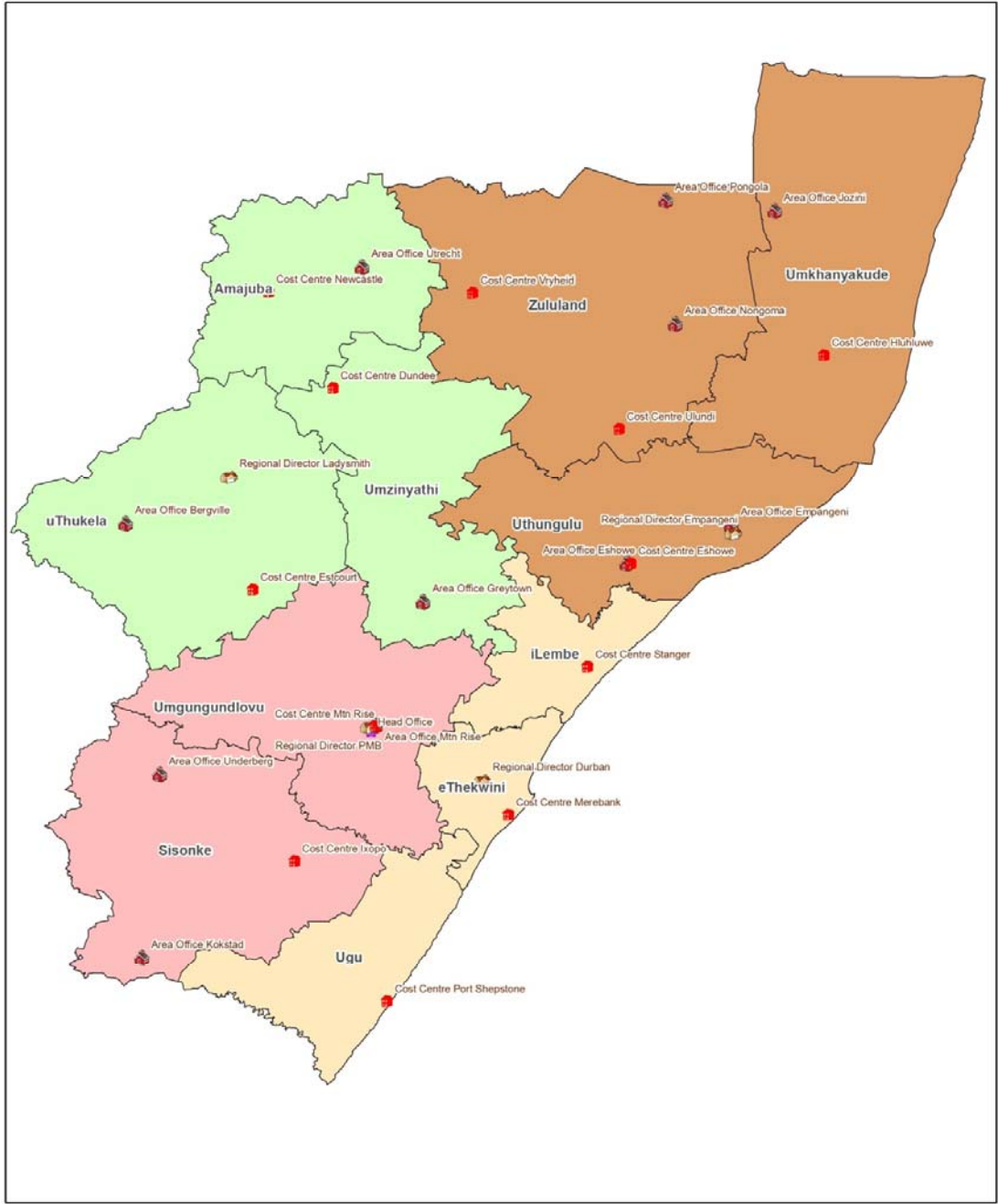
In terms of business requirement the Project is prioritised in terms of the following phasing:



























- Phase 1: Implementation of base system
- Phase 2: Implementation of inspections
- Phase 3: Mobile inspections and full integration

8. Users and Sites:

The Department of Transport has a Head Office based in Pietermaritzburg, 4 Regional Offices in Empangeni, Pietermaritzburg, Durban and Ladysmith respectively. 12 Cost Centres are scattered throughout the Province. A number of smaller Area offices exist. 28 Sites in total exist.

The map below represents the geographical placement of these areas.



 <p>KZN Department of Transport Strategic Planning</p> <p>Tel: 033 355 8648 Fax: 033 355 8090</p>	 <p>0 25 50 100 Kilometers</p>	<p>Legend</p> <table border="0"> <tr> <td> Head Office</td> <td> eThekweni</td> </tr> <tr> <td> Regional Director</td> <td> Piemaritzburg</td> </tr> <tr> <td> Cost Centre Office</td> <td> Ladysmith</td> </tr> <tr> <td> Area Offices</td> <td> Empangeni</td> </tr> </table> <p>REGIONS</p>	 Head Office	 eThekweni	 Regional Director	 Piemaritzburg	 Cost Centre Office	 Ladysmith	 Area Offices	 Empangeni
 Head Office	 eThekweni									
 Regional Director	 Piemaritzburg									
 Cost Centre Office	 Ladysmith									
 Area Offices	 Empangeni									

The System will be rolled out to the Head, Regional and Cost Centres. Use of the system at Area offices will be limited and it is likely that some mobile device solution maybe suggested for data capture purposes only in these areas.

For costing purposes the following numbers should be used.

– 530 users

9. Tender Requirements:

It is expected that the service provider and associated resources, have detailed knowledge and experience with the development, implementation and support of large enterprise systems.

10. Licencing (Where applicable)

One Licence is required for all users.

11. Intellectual Property:

All code that emanates from the development of a system will be made available to the Department for reuse if necessary. This does not exclude the supplier from reuse of the code or systems for their own purposes.

All data will remain the property of the Department.

The bidder must confirm full compliance with this requirement.

12. Tender Responses and Adjudication method

Due to the varied options that could be presented for the responses, each option will be evaluated as a single component:

- Existing Zibambele Management system
- Development of Zibambele Management Module

13. Adjudication:

All bids received will be evaluated by a panel for technical functionality. Only bids scoring 65% or more for technical functionality will be considered based on price

and preference points system as stipulated in the Preferential Procurement Regulations.

As part of the technical adjudication Bidders will be requested to give a presentation of the solution/s offered. The presentation time allocated will be a maximum of 2 hour per solution.

14. Adjudication Criteria:

Functional Evaluation:

Special Instructions to Service Providers

The Functional Evaluation is broken into three sections, MANDATORY, NON MANADATORY, and PRICE/BEE

Bidders must substantiate their response, including full details on how their proposal/solution will address specific functional requirements. All documents as indicated must be supplied as part of the submission. Suppliers are requested to respond with a clear indication as to which questions are being responded to.

MANDATORY

Bidders shall provide full and accurate answers to the questions posed in this document, and where required explicitly state either "Comply/Not Comply" regarding compliance with the requirements on Mandatory Questions.

If a bidder does not comply fully with each of the MANDATORY requirements, it shall be regarded as mandatory non-performance/non-compliance and the bid SHALL be disqualified. No "unanswered" questions will be allowed. If a response to a question has been indicated as comply but not elaborated upon or substantiated it shall be regarded as mandatory non-performance/non-compliance and the bid and any optional bids shall be disqualified.

NON MANDATORY

All questions are scored. Marking will take into consideration the criteria and points mentioned in the Functional specifications provided. All Bidders who score LESS than 65% on the NON MANDATORY questions shall not be considered for further evaluation on Price and BEE.

PRICE AND BEE

Suppliers who have passed the Mandatory questions and have scored 65% or more on the Non Mandatory questions will be evaluated on Price and BEE credentials

Format for Adjudication:

Suppliers have been given a choice as to either putting forward a proposal for the “Development, Implementation and Support” of the required system or for the “Supply, Implementation and Support of an existing system, which may or may not also contain a licensing requirement”.

For purposes of Adjudication 2 sets of evaluation questions and price schedules have been prepared to cater for this.

Set A: Development, Implementation and Support of the required system

Set B: Supply, Implementations and Support of an existing system, and provision of licencing should this be applicable.

SET A: Development, Implementation and Support of the required system

MANDANTORY REQUIREMENTS:

The following questions are regarded as mandatory requirements:

Failure to comply with mandatory requirements will lead to disqualification.

a) Policies and principles

All the above are to adhere strictly to MISS, MIOS, Government Security Policies, GWEA Framework and any other relevant legislative requirements on Government procurement and IT. The Service Provider is to ensure that all work undertaken is in line with the applicable legislation, policies and guidelines obtainable from the GITOC website http://www.gitoc.gov.za/ and DPSA http://www.dpsa.gov.za/index.php	Comply	Not Comply

b) Confidentiality and governance

The successful Service Provider will be bound to the strictest confidentiality and will be expected to conduct itself in a manner that does not compromise DOT or SITA, or bring any undue reputational damage which may be unforeseen at the time of the service being conducted. All resultant Data and Intellectual property that emanates from this contract will be the property of DOT and the bidder must confirm full compliance with this requirement.	Comply	Not Comply

c) Company References

Provide Evidence of the solution provider’s experience in implementing / developing Enterprise solutions for at least 100 users – including project and change management - must be substantiated with at least 2 brief case studies. In addition to the case study, references must include the following details: Client name, Scope of project, Reference name and designation in organisation, Contact telephone number and e-mail address. Case Studies must be for different systems.	Comply	Not Comply

<p>Substantiate/comment: 2 References and 2 Case Studies.</p>

d) Intellectual Property: (Data)

All data will remain the property of the Department	Comply	Not Comply

e) Platform Compliance - Solution

The service provider must clearly indicate which platforms the product has been certified to run on and what licensing is required.	Comply	Not Comply
Substantiate: Provide certified product platforms and licensing requirements		

f) Platform – Systems Architecture

The database must be Web based database.	Comply	Not Comply
The System must be designed to run over a WAN.		
Substantiate/comment: 3 References and 3 Case Studies.		

g) Intellectual Property:

<p>All code that emanates from the development of a system will be made available to the Department for reuse if necessary. This does not exclude the supplier from reuse of the code or systems for their own purposes.</p> <p>All data will remain the property of the Department.</p> <p>The bidder must confirm full compliance with this requirement</p>	Comply	Not Comply

NON-MANDATORY REQUIREMENTS:

a) Approach and Methodology

<p>The solution provider must explain the approach and methodology that will be used to develop and implement the required solution. This must address the following points:</p>		<p>Possible Score 30</p>	
Components	Ref		Implementer
Solution development			
Training			
Change Management			
Solution Quality Management			
User Testing			
Implementation			
Post-implementation support			
Provide a High Level Project Plan showing timelines and resources used			
<p>Total Points</p>			
<p>Substantiate/comment:</p>			

b) Solution Proposal

<p>Service provider must provide their proposal for the solution. The proposal must include:</p> <ul style="list-style-type: none"> • Overview of the proposed solution; • Functionality – Clear explanation of alignment between the proposed solution and the requirements in the URS for the relevant Module; • KZN DoT intends on moving towards a service oriented architecture enabled by an enterprise service bus (ESB) and middleware technology. This solution must therefore be SOA-capable, providing the ability to integrate with other applications using an ESB and middleware technologies. The service provider must elaborate in their proposal on how this will be ensured. 	<p>Possible Score 30</p>
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c) Resource Experience

Service provider must provide resources that are adequately skilled and experienced to develop the solution as per the proposal. CV's are to be submitted as proof of resource skills and experience.			Possible Score 20
<p>The table below provides the minimum qualification, skills and years of experience per role. Note that this does not necessarily dictate the project team structure, and service providers are expected to provide optimal team structure to implement the proposed solution. All roles on the team must however be mapped to the table below.</p>			
Role on the Project	Qualification	Applicable skill in relation to the Project	No. of year Experience related to the role
Project Manager	PRINCE2/PMBOK certified	Project Management skills	8
Business Analyst	BABOK; or Other industry recognised BA certification	Business Analysis; URS and Functional Specification development; Provision of relevant systems training as per proposed solution;	6
Systems Analyst	UML modelling training;	Systems Analysis; Systems Design; System testing; Provision of relevant systems training as per proposed solution;	6
Enterprise Architect	TOGAF, Zachman or other industry recognised training	EA design; EA implementation; EA governance	10
Developers	Training in software development as per proposed technologies	Software development; Software trouble shooting and bug fixes; Software implementation Software implementation	5

Service providers must complete table below, mapping the proposed resources from the team structure to the above table and confirming the qualifications, skills and experience per resource.

Mapping of team structure to above table

Name of Proposed Resource	Role as per service providers proposed team structure	Role on the Project as per above table	Qualification	Applicable skill in relation to the Project	No. of year Experience related to the role	Reference projects to justify years of experience

Total Points	
Substantiate/comment: Provide CVs to substantiate.	

d) Application Demonstrations

Shortlisted suppliers who have passed through the mandatory adjudication will be requested to present a maximum 2 hour presentation on the application/ that have been proposed.	Possible Score 20
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SET B: Provision of an Existing System, Implementation, Support and licencing of the required system

MANDANTORY REQUIREMENTS:

The following questions are regarded as mandatory requirements:

Failure to comply with mandatory requirements will lead to disqualification.

a) Policies and principles

All the above are to adhere strictly to MISS, MIOS, Government Security Policies, GWEA Framework and any other relevant legislative requirements on Government procurement and IT. The Service Provider is to ensure that all work undertaken is in line with the applicable legislation, policies and guidelines obtainable from the GITOC website http://www.gitoc.gov.za/ and DPSA http://www.dpsa.gov.za/index.php	Comply	Not Comply

b) Confidentiality and governance

The successful Service Provider will be bound to the strictest confidentiality and will be expected to conduct itself in a manner that does not compromise DOT or SITA, or bring any undue reputational damage which may be unforeseen at the time of the service being conducted. All resultant Data and Intellectual property that emanates from this contract will be the property of DOT and the bidder must confirm full compliance with this requirement.	Comply	Not Comply

c) Company References

Provide Evidence of the solution provider’s experience in implementing Enterprise solutions – including project and change management for at least 100 users - must be substantiated with at least 2 brief case studies. In addition to the case study, references must include the following details: Client name, Scope of project, Reference name and designation in organisation, Contact telephone number and e-mail address.	Comply	Not Comply
Substantiate/comment: 2 References and 2 Case Studies.		

d) Intellectual Property: (Data)

All data will remain the property of the Department	Comply	Not Comply

e) Platform Compliance - Solution

The service provider must clearly indicate which platforms the product has been certified to run on and what licensing is required.	Comply	Not Comply
Substantiate: Provide certified product platforms and licensing requirements		

f) Service Provider's Accreditation – if applicable

For any existing software proposed by the service provider in the proposal, the service provider must be an accredited partner by the product vendor. Accreditation certificate or letter from vendor must be provided.	Comply	Not Comply	Not Applicable
Substantiate/comment: Provide accreditation certificate/s or letter/s as applicable to the solutions being provided for			

g) Intellectual Property: if applicable (Sole Supplier)

In the event that a system is not commercially available from a number of vendors and the supplier is putting forward a SOLE SUPPLIER proposal. In order to mitigate risk the Source Code will be made available to the Department. The bidder must confirm full compliance with this requirement.	Comply	Not Comply	Not Applicable

NON-MANDATORY REQUIREMENTS:

a) Approach and Methodology

<p>The solution provider must explain the approach and methodology that will be used to implement the required solution. The solution is to be present in a maximum of ten pages. This must address the following points:</p>		<p>Possible Score 30</p>	
Components	Ref		Implementer
Design of the Approach			
Customisation/ Configuration			
Training			
Change Management			
Solution Quality Management			
User Testing			
Implementation			
Post-implementation support			
Provide a High Level Project Plan showing timelines and resources used			
<p>Substantiate/comment:</p>			

b) Solution Proposal

<p>Service provider must provide their proposal for the solution. The proposal must include:</p> <ul style="list-style-type: none"> • Overview of the proposed solution; • Functionality – Clear explanation of alignment between the proposed solution and the requirements in the URS for the relevant Module; Integration between the systems as described in the URS. • KZN DoT intends on moving towards a service oriented architecture enabled by an enterprise service bus (ESB) and middleware technology. This solution must therefore be SOA-capable, providing the ability to integrate with other applications using an ESB and middleware technologies. The service provider must elaborate in their proposal on how this will be ensured. 	<p>Possible Score 30</p>
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c) Resource Experience

Service provider must provide resources that are adequately skilled and experienced to develop the solution as per the proposal. CV's are to be submitted as proof of resource skills and experience.			Possible Score 20
<p>The table below provides the minimum qualification, skills and years of experience per role. Note that this does not necessarily dictate the project team structure, and service providers are expected to provide optimal team structure to implement the proposed solution. All roles on the team must however be mapped to the table below.</p>			
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Systems Analyst	UML modelling training;	Systems Analysis; Systems Design; System testing; Provision of relevant systems training as per proposed solution;	6
Enterprise Architect	TOGAF, Zachman or other industry recognised training	EA design; EA implementation; EA governance	10
Developers	Training in software development as per proposed technologies	Software development; Software trouble shooting and bug fixes; Software implementation Software implementation	5

Service providers must complete table below, mapping the proposed resources from the team structure to the above table and confirming the qualifications, skills and experience per resource.

Mapping of team structure to above table

Name of Proposed Resource	Role as per service providers proposed team structure	Role on the Project as per above table	Qualification	Applicable skill in relation to the Project	No. of year Experience related to the role	Reference projects to justify years of experience

Substantiate/comment:

Provide CVs as listed.

d) Application Demonstrations

Shortlisted suppliers who have passed through the mandatory adjudication will be requested to present a maximum 2 hour presentation on the application/ that have been proposed.	Possible Score 20
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15. Pricing Model

For tender adjudication purposes suppliers should cost as per the following benchmarks.

Should supplier support models differ from this they should provide costing for this model and for their own model as an alternative option.

Pricing adjudication will take place on the prescribed costings below.

14.1 Subsistence and Traveling

There will be no subsistence and traveling paid for work performed at the DOT Office in Pietermaritzburg. Subsistence and travelling will be paid for any work that is required to be carried out at other DOT sites that are more than 100KM from Pietermaritzburg..

The Department will reimburse for travel using the rates that are published in the National Department of Transport's monthly circular under reference T118 called "Tariffs for the use of Motor Transport". The rate claimable is subject to maximum engine capacity of 1600cc in Class A only for both petrol and diesel engine and will be used to compensate for travel to the Regional offices outside a **100 Km of Pietermaritzburg**.

Where travel costs are claimable a travel log must be submitted that contains details: the driver's name, the registration of the vehicle, the engine class, engine capacity and type (petrol or diesel), the date of the trip, the destination and purpose of the trip.

Time cost of people travelling is claimable at the standard hourly rate.

The following fees are claimable provided proof of expenditure is submitted if work is performed 100km outside of Pietermaritzburg.

Travelling and Subsistence

Item	Unit	Cost
Air travel economy class (approval required)		Cost + 2.5%
Travel by private road vehicle		
Maximum Class A – 1600cc	km	Issued Departmental Rates
Car Hire		Cost +2.5%
Parking and Tolls		Cost + 2.5%
Subsistence		
Accommodation, Meals and refreshment		

Overnight accomodation		Max R750
Meals (including 1 beverage excluding alcoholic beverages and energy drinks)		
Breakfast (if leaving home before 06:00)		R60 when not included in accomodation
Lunch		Max R75
Super (if returning home after 19:00)		R120 when not included in accomodation
Refreshments		R 20 per day
Travel Time	hour	Hourly rate

Claims for telephone, cellphones and facsimiles are not claimable.

Claims all material required are not claimable.

For the purposes of tender the Travel costs should be set at a ceiling cost of R15 000 per month. **Written authority from the Department to exceed this benchmark is required**

14.2 Training

14.2.1 Basic Use of the System

Training on the System will take place at Head Office in Pietermaritzburg.

A total of +/- 140 users will be trained.

14.2.2 Advanced training for System Champions, System Administrators and Internal Departmental Trainers.

Training will take place at Head Office in Pietermaritzburg

5 System Champions, Systems Administrators, Internal Trainers, System Owners (4 from Regions and 1 Head Office)

14.2.3 Management Reporting Training

Training on the System will take place at Head Office in Pietermaritzburg.

A total of +/- 20 Managers will be trained. It is anticipated that this can be done in large groups of up to 20 Managers per session.

14.3 Support

Post Implementation Phase User Group Support Model:

In Operational Phase of the project a system of User Groups per Business System needs to be setup. First 3 months the User group should meet monthly on a rotation basis across the different Regions. Thereafter a 1/4ly User Group meeting should be sufficient.

Operational Phase: Call Support Visits:

A maximum of 5 onsite visits per annum per Region should be included. Total of 25 onsite visits per annum. These will be paid for on a rate per hour for travel and a rate per hour for onsite support. Travel and Subsistence for these will come out of the ceiling costs as explained in section 14.1. Any excess will require motivation.

14.4 User Testing

User testing will take place with a maximum of 8 users, 2 sites per Region, over the Departmental network.

14.5 Licencing (Where Applicable)

In the tender allow for 3 years licencing costs for all users where applicable.

Please also indicate in tender the licencing types and costs.

PART 3: COSTING

Costing should be provided in detail and broken down into the components for each module tendered for:

- Phases
- Integration
- Hand Held Devices
- Change Management
- Implementation, 3 mths post Implementation and skills transfer
- 3 year support contract and licensing
- Training

PRICING SCHEDULE

The following costing model is to be used to price the document.

Description	Unit	Quantity	Rate	Amount
Develop and Implement Phase1 (excluding Training and including Project Management)	Phase	1		
Develop and Implement Phase2 (excluding Training and including Project Management)	Phase	1		
Develop and Implement Phase3 (excluding Training and including Project Management)	Phase	1		
Basic Training				
Training Phase 1	No of Learners	473		
Training Phase 2	No of Learners	473		
Training Phase 3	No of Learners	473		
Advance Training				
Training Phase 1	No of Learners	5		
Training Phase 2	No of Learners	5		
Training Phase 3	No of Learners	5		

Management Reporting				
Training Phase 1	No of Learners	52		
Training Phase 2	No of Learners	52		
Training Phase 3	No of Learners	52		
Support				
3month Post Implementation Support (Specify Support Model)	Month	3		
3 year support contract (Specify Support Model)	Month	36		
Licences (where applicable)	No	1		
1 st year Renewal Licences (One licence for all users)	No	1		
2 nd year Renewal Licences (One licence for all users)	No	1		
3 rd year Renewal Licences (One licence for all users)	No	1		
Handheld Devices	Provisional Sum	800		

Any other licenses (specify details)	Provisional Sum			
Subsistence and Travelling	Provisional Sum		R30000,00	
Sub-Total				
V.A.T (14% of Sub- Total)				
Total				

Total Amount in Words

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..... (Incl. VAT)

_____ Name of bidder:	_____ Signature:	_____ Date:
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Any enquiries regarding the tender may be directed to

Anusha Chetty – Supply Chain Management Specialist	033-3558683; Anusha.Chetty@kzntransport.gov.za	Queries in respect of the tender and procurement process
Pierre Diedrick – Deputy Manager: Pilot Programmes	033-3558752 Pierre.Diedrick@kzntransport.gov.za	Queries in respect of the Business Requirements
Jenny Scott _ IT Deputy Manager	033-3558862 Jenny.Scott@kzntransport.gov.za	General Queries in respect of the tender document