

TERMS OF REFERENCE

DEVELOPMENT OF A COMPLIANCE AND LICENSING SYSTEM

1. INTRODUCTION & BACKGROUND

- 1.1 Eastern Cape Gambling & Betting Board (ECGGB) is a statutory body established by the Eastern Cape Gambling and Betting Act, 1997 (Act No.5 of 1997) (as amended) (the Act). The mandate of the Board is to regulate gambling activities within the Eastern Cape Province. This includes inter alia; the issuing and revocation of gambling licenses, exclusion of problem gamblers, and protection of the public against unscrupulous gambling practices and control of illegal gambling activities in the Province.
- 1.2 ECGGB's current licencing system has limited capacity necessary and required features to support gambling regulation in the province and ECGGB's organisational strategy

2 PROJECT PURPOSE

The purpose of this project is to appoint suitable Service Provider/Company/Organisation to develop, host and maintain a web based compliance and licensing system. This system must consist of an Intranet (which ECGGB staff members will access) and a web portal (which ECGBB licensees/applicants can access) in line with the systems development lifecycle (SDLC).

3 DELIVERABLES

In order to develop this system, the following deliverables must be achieved and reported to the ECGBB:

- 3.1 The two versions, i.e. Intranet and Web Portals must be seamlessly integrated on the back-end.
- 3.2 Automation of the Investigation, Licensing, Gaming control, Compliance and Revenue Auditing workflows should be achieved
- 3.3 These should interface with the current Finance system.
- 3.4 A detailed training plan of all users and post deployment support is of great importance to ensure transfer of skills and after care support services
- 3.5 The system to be developed and delivered to the ECGB must be inline or informed or take into consideration the following technical specifications listed below 3.5.1-3.5.4.

3.5.1 Requirements for ECGBB Intranet platform

- 3.5.1.1 Audit-trail logging of ECGBB staff activity on the platform
- 3.5.1.2 Automated reminders of upcoming events and required activities, in accordance with standard operation procedures and timetables
- 3.5.1.3 Available as a secure web-portal and mobile application (mobile application must be available as an iOS & Android application)
- 3.5.1.4 Complete hosting and disaster recovery solution to be included, with SSL Certification.
- 3.5.1.5 Detailed, drill-down reporting on submitted investigations , Gaming Control, illegal gambling statistical information and reports, Compliance and Revenue Audits completed with GIS data included and report writing capability with export to excel or pdf functionality
- 3.5.1.6 Enterprise-level database design & development
- 3.5.1.7 Interactive News & Events functionality
- 3.5.1.8 Real-time integration with the registration and licensing subsystems
- 3.5.1.9 Robust real-time reporting functionality, including collating reports in accordance with established formats.
- 3.5.1.10 Scheduling and completion of activities based on the established standard operating procedures.
- 3.5.1.11 Secure login functionality and dynamically definable user access levels
- 3.5.1.12 Support login tracking and staff usage reports
- 3.5.1.13 Support online meeting spaces in the form of interactive discussion forums and organizational Instant Messaging platform with audit trail logging.
- 3.5.1.14 Support online profile viewing by authenticated staff members
- 3.5.1.15 Support secure online organizational resource sharing and access within defined user access levels.
- 3.5.1.16 Support the creation of ECGBB client-profiles, for client access to the ECGBB Client web portal, with applicable access levels and security
- 3.5.1.17 Support the push of information and documentation from the ECGBB Internal Intranet to the ECGBB Client web portal
- 3.5.1.18 The automated generation of standard documents as per user activity
- 3.5.1.19 The scheduling of events, in accordance with the established standard operation procedures of the ECGBB.
- 3.5.1.20 Integration with the ECGBB Finance system
- 3.5.1.21 Support the creation of billing reports and tax returns automatically based off predefined tariff tables & events
- 3.5.1.22 Implementation of the Exclusions and Illegals subsystem
- 3.5.1.23 Support the creation of the Exclusions and Illegals user defined reports
- 3.5.1.24 Unique and user-friendly graphical user interface aligned with the ECGBB corporate identity.
- 3.5.1.25 Time Sheets Module
- 3.5.1.25 E-mail interface

3.5.2 Requirements for ECGBB Client web portal

- 3.5.2.1 Audit-trail logging of ECGBB Client activity on the platform
- 3.5.2.2 Available as a secure web-portal and mobile application (mobile application must be available as an iOS & Android applications)
- 3.5.2.3 Complete hosting and disaster recovery solution to be included, with SSL certification.

- 3.5.2.4 ECGBB clients must be able to complete and submit registration application documents (e.g LA 1, LA 2, LA 3 and other relevant application forms) electronically via the ECGBB Client web portal
- 3.5.2.5 ECGBB clients must be able to receive and view information and documents, pushed via the ECGBB Internal Intranet to the ECGBB Client web portal
- 3.5.2.6 ECGBB clients must be able to track a registration application via the ECGBB Client web portal
- 3.5.2.7 Enterprise-level database design & development
- 3.5.2.8 Real-time integration with the ECGBB Intranet database
- 3.5.2.9 Secure 2-factor user authentication
- 3.5.2.10 Secure login functionality
- 3.5.2.11 Support push-notifications and auto-reminders
- 3.5.2.12 Intergration with the ECGBB Finance system
- 3.5.2.13 Support the creation of billing reports and tax returns
- 3.5.2.14 Unique and user-friendly graphical user interface aligned with the ECGBB corporate identity
- 3.5.3 Requirements for Gaming Control, Compliance and Revenue Auditing Portal**
- 3.5.3.1 Android and iOS compatible mobile applications / web access on mobile
- 3.5.3.2 Complete digitization of the existing Gaming Control, illegal gambling, Compliance and Revenue Auditing tools
- 3.5.3.3 Complete hosting and disaster recovery solution to be included, with SSL certification
- 3.5.3.4 End-to-end management of the Gaming Control, Compliance and Revenue Auditing process integrated with the ECGBB Internal Intranet
- 3.5.3.5 Enterprise-level database design & development
- 3.5.3.6 Implementation of Recommendation Management
- 3.5.3.7 Monitoring of user usage, including GPS data
- 3.5.3.8 Real-time integration with the ECGBB Intranet platform (web and mobile platforms)
- 3.5.3.9 Secure 2-factor user authentication
- 3.5.3.10 Secure login functionality and dynamically definable user access levels
- 3.5.3.11 Support push-notifications and auto-reminders
- 3.5.3.12 Support the creation of Gaming Control, Compliance and Revenue Audit user defined reports
- 3.5.3.13 Support the attachment of media files to Gaming Control, Compliance and Revenue Auditing submission via the Gaming Control, Compliance and Revenue Auditing Field Application, with built-in compression technology to facilitate efficient use of mobile data.
- 3.5.3.14 Support the GPS tagging of Gaming Control, Compliance and Revenue Audits and the linking of this GPS data with existing GIS data.
- 3.5.3.15 Support on-device secure signing by the relevant employees & ECGBB clients
- 3.5.3.16 Unique and user-friendly graphical user interface aligned with the ECGBB corporate identity.

- 3.5.4 Requirements for the Digitization of the Investigation, Operator and Employee Licensing Portal**
- 3.5.4.1 Audit-trail logging of all user interactions during the investigation checklist, Investigation, Operator and Employee workflow
- 3.5.4.2 Automated push notification(s) must be sent to ECGBB client as the Investigation, Operator and Employee ticket moves through the digital workflow
- 3.5.4.3 Automated push notification(s) must be sent to ECGBB staff members as the Investigation, Operator and Employee Registration ticket moves through the digital workflow
- 3.5.4.4 Complete digitization of the ECGBB Standard Application forms e.g LA 1, LA 2, Form 6 and Form 7 and other relevant forms
- 3.5.4.5 Real-time integration with the ECGBB Intranet platform (web and mobile platforms)
- 3.5.4.6 Secure 2-factor user authentication
- 3.5.4.7 Secure login functionality and dynamically definable user access levels
- 3.5.4.8 Support push-notifications and auto-reminders
- 3.5.4.9 Support the attachment of additional documentation and notes during the entire Investigation, Operator and Employee Registration workflow
- 3.5.4.10 Support the creation of Investigation, Operator and Employee Licensing user defined reports.
- 3.5.4.11 Support the creation of dynamic digital workflows.
- 3.5.4.12 Support the linking of ECGBB staff to specific digital workflows and related workflow steps.
- 3.5.4.13 Support the logging of all required validation checks as required by the Investigation, Operator and Employee Registration process flow.
- 3.5.4.14 Support on-device secure signing by the relevant employees and ECGBB clients.
- 3.5.4.15 Support on-the-fly editing of digital workflows and related workflow steps.
- 3.5.4.16 The automation of the ECGBB Investigation, Operator and Employee Registration process as per the relevant process flow
- 3.5.4.17 Unique and user-friendly graphical user interface aligned with the ECGBB corporate identity.

- 3.5.5 The system should be developed using the following tools:**
- 3.5.5.1 Microsoft SharePoint compatibility
- 3.5.5.2 CSS
- 3.5.5.3 Entity Framework for database access
- 3.5.5.4 HTML5
- 3.5.5.5 Knockout JS for front-end
- 3.5.5.6 Microsoft .Net language for backend development
- 3.5.5.7 Microsoft MVC framework
- 3.5.5.8 Microsoft SQL Server Enterprise
- 3.5.5.9 Service Stack for cross server communications
- 3.5.5.10 Xamarin or similar framework for mobile application development (Android & iOS compatible mobile applications where applicable)
- 3.5.5.11 The platforms must be developed and deployed following the 3-tier architecture standards

3.5.6 Systems failure

3.5.6.1 Maximum of 3 hours is allowable for downtime.

4. DURATION OF THE ASSIGNMENT

- 4.1 Development of the system should be in stages and completed within 12 months.
- 4.2 It should be hosted, managed and supported for a minimum period of 48 months post deployment.
- 4.3 End user support, routine software maintenance and functionality updates should be included. On expiry of the support contract the bidder must grant access to the system, data and all functionality for ECGBB to proceed with normal business processes and implement enhancements if required.
- 4.4 Ownership and patent of the system will be exclusively for the Eastern Cape Gambling and Betting Board.

5. METHODOLOGY

The development of this system must be in line with the following six phases or stages of SDLC Model and Project Management Methodology (Prince 2) which will be evaluated on :-

- 5.1 Requirement gathering and analysis.
- 5.2 Design.
- 5.3 Implementation or coding.
- 5.4 Testing
- 5.5 Deployment
- 5.6 Maintenance

6. SUPPORTING DOCUMENTATION

Bidders are required to submit the following documents:

- 6.1 The completed Tender Submission forms attached to these terms of reference. Please ensure the full completion of these original forms. **Failure to complete these forms will result in the non-acceptance of your proposal.**
- 6.2 Certified copy or an Original BBBEE verification certificate.
- 6.3 Unique security Personal Identification Number (PIN) from SARS or latest Centralised Supplier Database (CSD) full report.
- 6.4 CVs of designated personnel who will be working on the assignment.
- 6.5 **Letters of References** where such services have been previously conducted.

7. BID EVALUATION PROCEDURES

The following are key criteria that will be used in appointing the successful service provider:

- a. **THRESHOLD:** Bids will be evaluated on 80/20 principle as prescribed in the Preferential Procurement Regulations of 2017.
- b. Bids will be considered and evaluated in a two staged approach.
- c. During the first stage, bidders will only be evaluated on functionality, and only qualifying service providers who meet the minimum requirements for functionality

- will be allowed to proceed to the second stage where scoring will be done on 80 points for price and 20 points for B-BBEE Status Level of Contribution.
- d. Bidders are required to submit their bids in two envelopes with the first envelope outlining the functionality. The first envelope must be clearly marked Stage 1; Functionality.
 - e. Furthermore, bidders are required to include their pricing in a second sealed envelope marked Stage 2; Price, which must also include their B-BBEE status level of contribution.
 - f. Only bidders who meet the minimum of 75 points on functionality during the evaluation of Stage 1 will proceed for scoring in Stage 2.

STAGE 1: FUNCTIONALITY

FUNCTIONALITY	MAXIMUM POINTS
<p>A.1 Previous company's contracts on development a system.</p> <ul style="list-style-type: none"> • 8 or more Contracts =25 points • 7 Contracts = 20 points • 6 Contracts = 15 points • 5 Contracts =10 points <p><i>Bidders are required to submit contactable reference letters from previous contracts to substantiate all contracts claimed above with contactable references and nature of service. Failure to submit means no points will be awarded for contracts that are not verifiable to reference letters.</i></p> <p>A.2 Previous company's contracts on hosting a system.</p> <ul style="list-style-type: none"> • 8 or more Contracts = 20 points • 7 Contracts = 15 points • 6 Contracts =10 points • 5 Contracts =5 points <p><i>Bidders are required to submit contactable reference letters from previous contracts to substantiate all contracts claimed above with contactable references and nature of service. Failure to submit means no points will be awarded for contracts that are not verifiable to reference letters.</i></p> <p>A.3 Previous company's contracts on maintaining a system</p> <ul style="list-style-type: none"> • 9 or more Contracts = 10 points • 8 Contracts = 8 points • 7 Contracts = 6 points • 6 Contracts = 4 points • 5 Contracts = 2 points <p><i>Bidders are required to submit contactable reference letters from previous contracts to substantiate all contracts claimed above with contactable references and nature of service. Failure to submit means no points will be awarded for contracts that are not verifiable to reference letters.</i></p>	<p>55</p>

<p>B. Lead Project Manager’s experience with providing guidance leadership on development, hosting and maintaining a system:</p> <ul style="list-style-type: none"> • 5 software projects managed = 15 points • 3 - 4 software projects managed = 10 points • 2 software projects managed = 5 points <p>Letters of reference from previous contract for the individual as a project manager. <i>Failure to submit means no points will be awarded for contracts that are not verifiable to reference letter</i></p> <p>Software Engineer with experience on developing a hosted system:</p> <ul style="list-style-type: none"> • 5 projects successfully developed = 15 points • 3 - 4 projects successfully developed = 10 points • 2 projects successfully developed = 5 points <p>Letters of reference from previous contract for the individual on system development. <i>Failure to submit means no points will be awarded for contracts that are not verifiable to reference letter</i></p>	30
<p>C. Location of bidder’s office</p> <ul style="list-style-type: none"> • 15 points for technical office situated in the Eastern Cape. <p><i>Proof of address required (e.g. Title deed, Valid Lease agreement, Municipal account) Failure to submit the required proof of address will result to a score not been allocated.</i></p>	15
TOTAL POINTS	100

STAGE 2: PRICE EVALUATION

PREFERENTIAL PROCUREMENT REGULATIONS OF 2017 WILL APPLY:

Price and B-BBEE Status points will be calculated as described in the Preferential Procurement Regulation 2017. SBD 6.1 Form must be used to claim B-BBEE Status level of the company.

NB: Certified copy or original B-BBEE Status Level Verification Certificate must be submitted to substantiate B-BBEE Status Claimed (this includes affidavit submitted to confirm a B-BBEE status). When such certificate is not provided as proof the company will automatically score zero.

Table 2: Points available per criteria in Stage 2

CRITERIA		POINTS
BID PRICE		80
B-BBEE CONTRIBUTION LEVEL		20
1	20	
2	18	
3	14	
4	12	
5	8	
6	6	
7	4	
8	2	
Non-compliant contributor	0	
TOTAL		100

Pricing:

Bidders are requested to submit two (2) options of pricing as detailed here below:

Option 1 = Outright purchase with 48 months support

Option 2 = Monthly rental with support for 48 months

8. Briefing Session

A compulsory Briefing session will be held on **05 March 2018** at 10:00 in the ECGB's offices.

9. SUBMISSION OF PROPOSALS

The sealed envelope must be placed in the tender box at the Reception of the *Eastern Cape Gambling & Betting Board, Quenera Office Park, Quenera Drive, Beacon Bay*. Any proposal not in the tender box at the time of the proposal closing, such a proposal will be regarded as a late proposal. Late proposal will not be considered. No proposal received by telegram. Telex, e-mail, facsimile or similar medium will be considered.

Bids may be addressed to the following:

The Procurement Officer
EC Gambling & Betting Board
Quenera Office Park
Quenera Drive, Beacon Bay

10. Contact Details

Enquiries concerning SCM and completion of SBD forms:

Name: Thandi Malotana

E-mail: thandazwam@ecgbb.co.za

Tel no.: 043 - 702 8307

Technical enquiries:

Name: Keveshen Chetty

E-mail: keveshenc@ecgbb.co.za

Tel no.: 043 - 702 8343

DEVELOPMENT OF A COMPLIANCE AND LICENSING SYSTEM

Bid Specification is

Supported /

~~Not Supported~~



R.P. HILL, CA (SA)
CHIEF FINANCIAL OFFICER
DATE: 23 / 02 /2018

Bid Specification is

Recommended /

~~Not Recommended~~

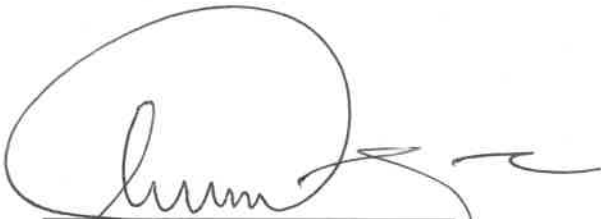


L. TSHOKO
CHAIRPERSON: BID SPECIFICATION COMMITTEE
DATE: 28 / 02 /2018

Bid Specification is

Approved ✓ /

~~Not Approved~~



R.M. ZWANE
CHIEF EXECUTIVE OFFICER
DATE: 23 / 02 /2018