



# REQUEST FOR PROPOSAL

**PROJECT NAME: EXTENDING MIS FOR PROGRAMME MANAGEMENT, MONITORING & REPORTING AND DEVELOPING AN INTRANET PLATFORM**

PROJECT CODE: 340.002

DATE: 8 SEPTEMBER 2017

**Close: 22 SEPTEMBER 2017**

## Introduction

The South African Cities Network (SACN) was established in 2002 by the Minister for Provincial and Local Government (now Department of Cooperative Governance and Traditional Affairs), in collaboration with the mayors of South Africa's largest cities and the South African Local Government Association (SALGA), with the mandate to

- promote good governance and management of its member cities;
- Analyse strategic challenges facing South African cities, particularly in the context of global economic integration and national development challenges;
- Collect, collate, analyse, assess, disseminate and apply the experience of large city government in a South African context; and
- Promote shared-learning partnerships between different spheres of government to support the management of South African cities.

South African Cities Network (SACN) is a network of the largest municipalities in the country. The SACN member cities are Johannesburg, Tshwane, Ekurhuleni, Mangaung, Buffalo City, Nelson Mandela Bay, eThekweni and Msunduzi.

The SACN is seeking the services of an individual or company with (a) skills and experience in database development, particularly Microsoft Access, (b) knowledge in information systems development and management, and (c) skills in development of interactive tools and apps for knowledge management e.g. development of intranet platforms.

## Background / Context

The SACN has a series of defined **outputs** which it intends to monitor and evaluate (M&E) by tracking performance on the level of **outcomes**. An example of the kinds of outcome it would like to monitor is the effectiveness of dissemination and outreach activities such as media and policy citations<sup>1</sup>.

The monitoring of performance, both quantitative and qualitative, is currently captured between various systems - Microsoft Access, Excel and Word. The current reporting structure of the database in Microsoft Access is based on the following processes:

- The database captures raw data which is manually input from various sources, e.g.: MS Word, the SACN Website, MailChimp etc.
- The tally of the nett results are manually captured into an Excel file that generates a summary of output results report. This is in addition to a series of Microsoft Word reports which are manually produced.
- These processes should ideally be coordinated through a clearer workflow process with the registration of these outputs onto SharePoint.
- The SACN also has 2 databases: 1) Database of contacts, & 2) Database of events management. Currently there is no interface or link between the two databases.
- Participant lists for events are also stored on the contacts database but these are manually updated and need to be extracted in excel format for each event leading to the database not being consistently updated and accurate.

The above are **inputs** to the required performance monitoring system. These inputs have to result in the system producing the following regular standard **outputs**, as well as more ad hoc custom reports:

1. Monthly performance report
2. Quarterly Aggregate Performance Report (period + cumulative)
3. Annual performance report
4. Comparative performance reports over time

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<sup>1</sup> The current Outcome indicators are: A: No. of attendees at KM events; B: No. of recipients of KM products (print, email, web); C: No of KM platforms used e.g. Ref Groups / Steercoms; D: No. of website content postings incl. videos; E: No. of requests for advice, info, referrals, references; F: No. of invitations for SACN participation / contribution; G: No. of media items published about SACN on issue; H: No. Partnerships & Agreements signed; I: No. of citations (e.g. in articles, speeches, reports, policies, etc.); J: Write-in any other notable achievements for outcome / impact consideration

Importantly, some of these measurement and reporting requirements may change over time, and any system created must be adaptable.

A “shared drive” on the SACN server (SharePoint) is currently the dedicated central repository which requires updating. In addition, the website and Cloud system which serve as additional repositories.

The SACN would like to appoint a service provider who is able to effectively update and streamline its existing systems to enhance efficiency and effectiveness in its information related activities and management. Besides being more streamlined, this system also needs to be integrated as well as user friendly.

## Scope of Work

The following is anticipated, though may be redefined based on expert advice for design and technology options:

1. Refinement of the **Contacts Management System**. This includes creating a cleaned, consolidated and extendable contacts database / management system which will include a range of pre-defined categories (e.g. flagging based on sectors, type of organization, particular event / membership lists, etc.), and allow for multiple groupings. The mailing list should also be usable for:
  - a. Compiling event invitation mailing lists and attendance registers
  - b. Tracking event attendance, Board/Reference Group memberships, and subscriptions (to SACN website / newsletter List)
  - c. Supporting dissemination of materials by snail mail – i.e. should include mailing details.

Ideally, we would want the system to be one that also allows easy **maintenance** – e.g. an automated annual email campaign to update contract records.

2. SACN wishes to have a simple **Project Management System** which enables the organization to:
  - a. Develop, update, track, monitor and publish the Annual Performance Plan (sample available based on current Excel tool)
  - b. Link to the APP system to the budget and financial system (Sage)
  - c. Link to performance reporting system and M&E framework of the organisation and the eventual production of key reports e.g. the Annual Report
3. Integrated **Event Documentation / Management**: Each formal SACN event requires a standard set of documentation: an invitation, RSVP form, agenda, attendance register, and evaluation. They all carry common branding and basic information fields – event title, description, date, time, venue, etc. We would like to see how:
  - a. The MIS could help to make it easier to generate this standard collateral based on a new event record. This would include review and development to optimize the event management, RSVP mailing and monitoring system. This may integrate with other related functions (e.g. contacts, attendance register, agenda, evaluation forms, etc.). Consider a comprehensive but simple event management solution.
  - b. Anecdotal feedback on events held by the SACN is currently being captured on the post-event report based on individual evaluation forms submitted at events. The SACN now requires a complete reporting system that enables: generation and printing of event-customised evaluation forms, data capture, and summary report for the various events held. The reports should allow the administrator to run a report per event or over a period of time and also interpret the quality analyses – to produce the report segment already currently included in the performance reporting. The design specification of all of the documents and reports can be provided.

4. **Reporting System update**: The outcomes reporting system will need to be updated based on SACN's 2021 Monitoring & Evaluation framework.

5. **Conceptualizing coherent network interaction tools**: SACN would like the development of a platform that enables a range of sharing / exchange, repository and communication across its Reference Groups – the kinds of features which would typically be hosted on a robust Intranet. We

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would like the consultant to work with our web and technical teams to help consider how this can be enabled across the platforms, given that this contractor will have an understanding of the MIS platform and how it could integrate / contribute to the other systems. In particular, ideas we would like advance in this FY include:

- a. **Standard and ad hoc groups:** Functionality to communicate within and across groups and platforms. This should include online, video and audio communication and document and information sharing.
- b. **Polling system:** The SACN occasionally administers an e-mail based “Snap Survey” amongst its member cities. We would like the development of a survey instrument that allows for responses to be submitted, accumulated and reported on. This could be in the form of a web-based tool.
- c. **Multi-media functionality:** Users should be able to access various multi-media products; videos, images, podcasts etc.
- d. **Event notifications:** The platform should allow space and functionality for event notifications, event related information and communications. It should also allow for adjustable promotional material to be added and removed as required (e.g. banners, event save the dates, invitations, etc.)
- e. **Search functionality:** Users should be able to search across the platform for different components e.g. publications and reports, multi-media products, reference groups and other users, etc.

## Budgeting

As the SACN will evaluate your proposal on a competitive basis, please present your quote and provide us with time & fee breakdown for the outputs. It will be important to clearly reflect what costs are fixed, which are optional or unknown, and which are recurrent (if any). Applicable VAT inclusive rates must be indicated clearly.

Please provide the SACN with copies of relevant CVs or corporate profiles (including company BEE credentials in terms of ownership and employee profiles) as part of your quote.

## Commencement of Work

Work under this contract will commence upon signature of a service delivery contract, and the estimated level of effort is 2-3 months maximum, concluding by no later than December 2017.

## Call for proposals

Please provide SACN with an all-inclusive proposal for the assignment as specified. Prices should include VAT.

Issue RFP	8 September 2017
Deadline for submitting of proposal	22 September 2017

Proposals will be assessed on the basis of subjective scoring against value-for-money criteria including (i) quality measures such as (a) relative expertise (b) thoroughness and efficiency in planning time allocations; and (c) the general quality of the proposal; (ii) value measures such as (d) relative professional time rates; and (e) an efficient and differentiated allocation and pricing of skill types within the proposal; and (iii) PDI status of the company.

Please e-mail your queries before end of business on 21 September 2017 and proposals and quotes to [Sadhna@sacities.net](mailto:Sadhna@sacities.net) before end of business on the 22 September 2017.