

Expression of Interest

COMPULSORY BRIEFING SESSION

EOI-01-2016

18 NOVEMBER 2016 @ 10H30



Agenda

- ▶ 1. Welcome and Introductions
- ▶ 2. Background and Purpose
- ▶ 3. Integrated life-cycle of deliverables
- ▶ 4. Scope
- ▶ 5. Finance
- ▶ 6. EOI Evaluation Process
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- ▶ 8. Mandatory Compliance Requirements
- ▶ 9. Mandatory Documents
- ▶ 10. Important Notes
- ▶ 11. Questions and Answers



Welcome

The Community Schemes Ombud Services (CSOS) welcomes all interested bidders to the Compulsory briefing session for the invitation to bid EOI/01/2016 for the Design, Development and Implementation of an Operations System

The CSOS team: -

- ▶ Themba Mabuya: CFO
- ▶ Mawanda Jadezweni: IT Manager
- ▶ Mongezi Menye: Acting Adjudicator-General
- ▶ Wanda Lubelwana: Marketing and Communications Manager
- ▶ Matilda Phohole: SCM Manager

This briefing session will end punctually at 12h00.



Background and Purpose

The aim is to request the marketplace to express their interest in **funding** and **performing** the following functions for the Community Schemes Ombud Service (CSOS).

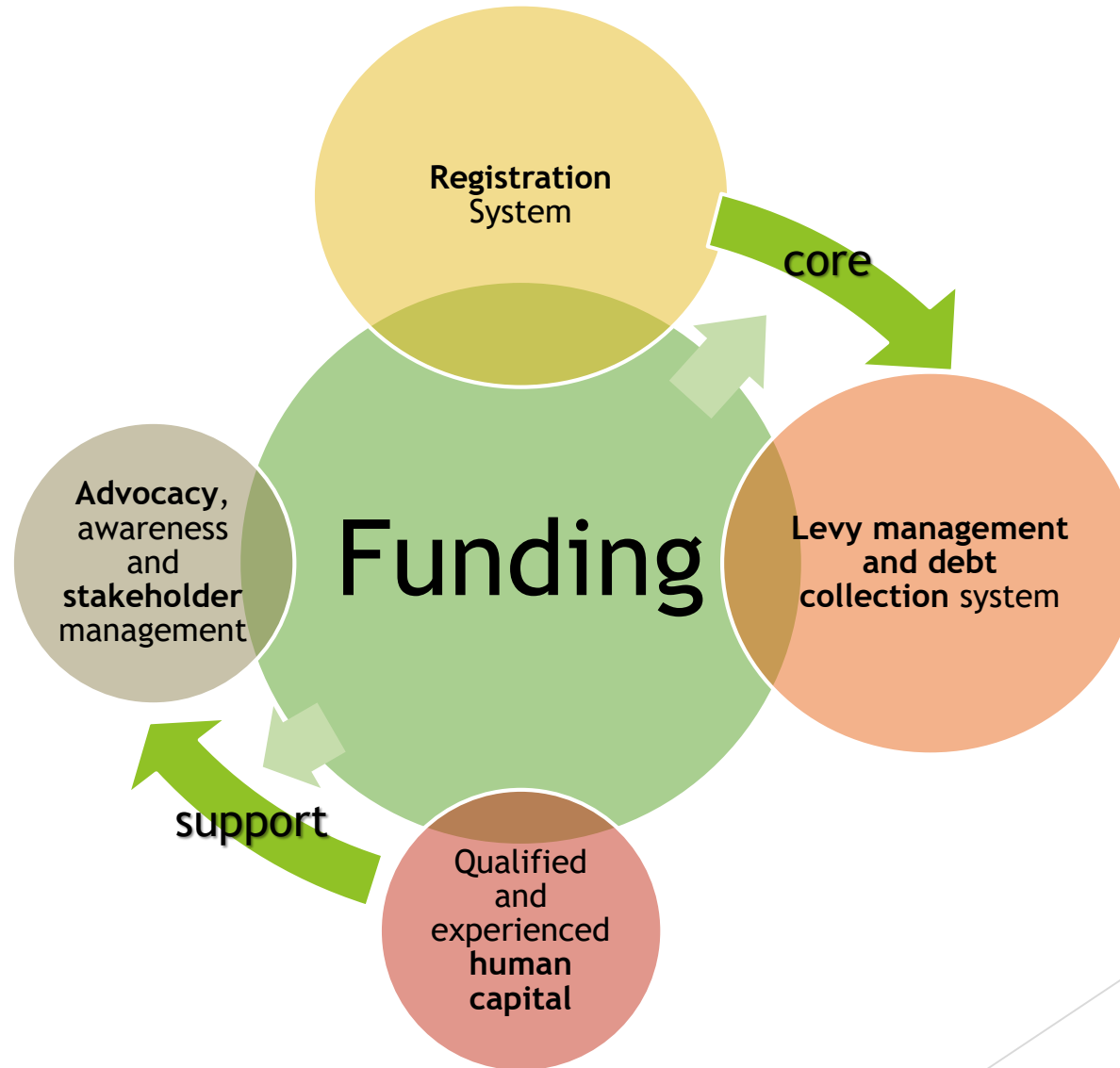
- ▶ To design, develop, populate & verify a CSOS Database (Registration System) with community schemes information.
- ▶ To develop a levy collection, revenue management and debt collection system together with all other supporting functions.
- ▶ To provide suitably qualified and experienced human capital to perform day-to-day business operations.
- ▶ To undertake advocacy, consumer-education, awareness and stakeholder management on behalf of CSOS.

Operating without the ability to generate an income is not sustainable and hampers CSOS in meeting its core mandate, hence the need for CSOS to secure investor funding.

This Expression of Interest (EOI) is an invitation process involving the marketplace, to provide information on how they could support CSOS to gear-up for operations.



Integrated life-cycle of deliverables



Scope

Design



Develop



Implement

A Registration System that: -

- ▶ Links to the schemes database that would enable CSOS to register any schemes that approach the CSOS (back end access).
- ▶ Allows for schemes to register themselves, with CSOS backend access verification (public facing portal).
- ▶ Integrates with the 'master database' to allow for CSOS Dispute Resolution Process (Case Management).
- ▶ Allows for a secure certificate generating interface within the system with administrative access.

Levy Management / Collections Interphase / Billing Engine

- ▶ Collecting levies from schemes already populated on the CSOS Database.
- ▶ Billing, Statements, Reconciliations with the bank, Debt management reporting, & General Ledger reporting.
- ▶ Integration with:
 - ▶ Existing financial systems, including with general ledger structures, debtor's management and any other activities that need to be reported on by the CSOS Finance business unit.
 - ▶ The records management system as schemes documentation would be stored here.



Scope

Design



Develop



Implement

Customer Relationship Management and Mobile Application(s)

- ▶ Allow for SMS communication with registered schemes and their respective unit owners.
- ▶ Allow for Email communication with registered schemes and their respective unit owners.
- ▶ Allows for further stakeholder communication in the form of submission of circulars, newsletters and events that the CSOS will be conducting.
- ▶ Serves as the overall bi-directional communication tool for stakeholder engagement.
- ▶ Provide for a timeline for the case as the case will be viewed and edited by multiple parties.
- ▶ Allow for the upload of document onto the case.
- ▶ Allow for a role based access onto the case.
- ▶ Allow for full audit trail related to the case.
- ▶ Allows for implementation of the CSOS Dispute Resolution Model.
- ▶ Allow for case management interaction with the Call-center.
- ▶ To increase the accessibility of the CSOS services, mobile application(s) must be developed that can be utilized on all major platforms (Android, Windows, Apple etc).



Scope

HUMAN CAPITAL IN SUPPORT OF IMPLEMENTATION



Temporary and Contract staff as CSOS moves to become fully operational

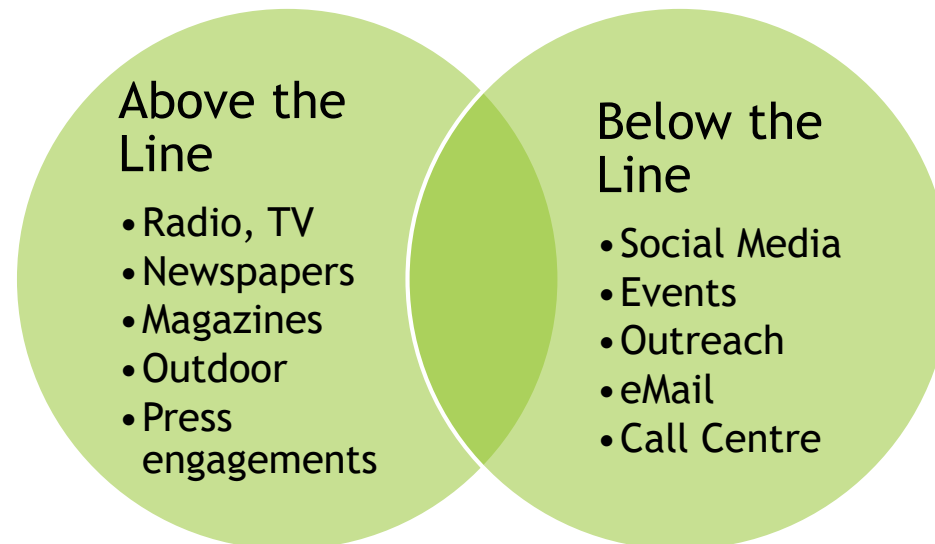
| Need | Requirement |
|---|--|
| Provide a dispute resolution service | 4 x Adjudicators 10 x Conciliators 1 x Legal Assistant |
| Take custody and control of Community Schemes' governance documentation | 6 x Records Administrators 15 x Data capturers |
| Develop and implement revenue collection and management of debtors | 1 x Debtors Manager 1 x Senior Accountant |
| Provide stakeholder training, consumer education and public outreach programmes | 1 x Marketing & Communications Specialist |
| Ensure that CSOS is an efficient, effective and sustainable organisation | 1 x HR Generalist 1 x Assistant Board Secretary |
| TOTAL | 41 POSTS |



Scope



- ▶ CSOS needs to be more visible and play a more active role in educating consumers and raising awareness about its existence and the rights & obligations residents living in community schemes have.
- ▶ The primary purpose of an advocacy campaign is to develop and implement a proactive and coordinated marketing, communication and reputation management strategy for CSOS through the alignment of messaging and the building of a consolidated brand image.



Finance

The financial stability of CSOS is linked to its ability to collect levies from registered community schemes. CSOS is required to be predominantly funded through a levy to be added to the overall levies of each community scheme; which is paid over to the CSOS. The CSOS levy is calculated in proportion to each owner's monthly levy payment to the scheme.

Our projection trends reveal the following: -

| | Sectional Title schemes | Share block companies | Home or property Owner's associations | Housing schemes for retired persons | Housing co-operatives | Total |
|-----------------------------------|-------------------------|-----------------------|---------------------------------------|-------------------------------------|-----------------------|---------|
| Registration Target (25%) | 50 000 | 1 500 | 1 000 | 500 | 250 | 53 250 |
| Registration Target (50%) | 100 000 | 3 000 | 2 000 | 1 000 | 500 | 106 500 |
| Registration Target (80%) | 160 000 | 4 800 | 3 200 | 1 600 | 800 | 170 800 |
| Registration Target (100%) | 200 000 | 6 000 | 4 000 | 2 000 | 1 000 | 213 000 |

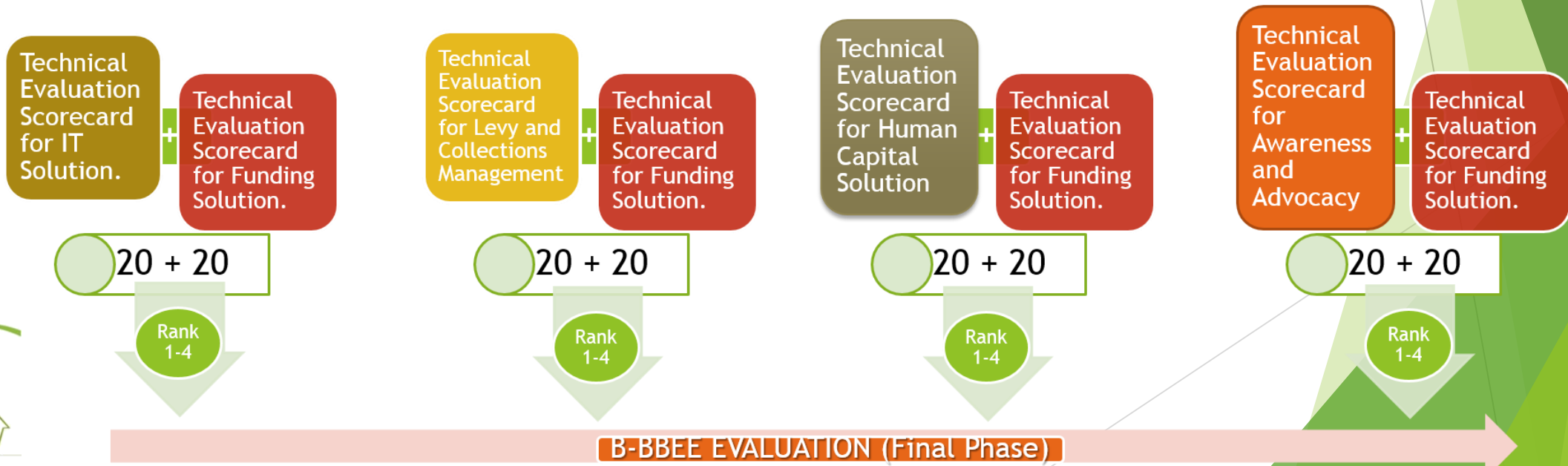
Table: Projection of scheme registration

Bidders may submit proposals in respect of any one (1) or a combination of the categories. All proposals must, however, include a finance component.

- ▶ Contractors / Service Providers may fund part(s) of the required scope-of-work or the entire scope-of-work.
- ▶ The solution must provide all-inclusive costs of all the services requested in accordance with the stated deliverables in the relevant section(s). CSOS will not utilize its own funds. The contractor must demonstrate adequate funding sources and/or other income generating strategies to build, maintain, and operate the project.
- ▶ The solution must distinguish CAPEX and OPEX costs and clearly outline the contractors expected benefit / return on the investment, with comprehensive projection(s) expressed as either a percentage or a ratio over the desired term of the benefit / return; i.e. The funding solution should be aligned to milestones and activities, covering the expected duration of the project. This must incorporate the overall performance and outlook, explaining how different economic factors may affect project performance; e.g. the influence of interest rates; the impact of the levy on consumers, etc.
- ▶ **For the investment made, detail fully the period of return (benefit) on the investment; specifying the length of time to build, operate and transfer the total solution to CSOS and the financial implication(s) thereof.**

EOI Evaluation Process

- ▶ Each category will be evaluated independently of each other and it is therefore important that Bidders submit all the required information separately should they be submitting proposals in one (1) or any combination of the categories.
- ▶ Information for the finance category is compulsory.
- ▶ The evaluation will be based on the following:
 - ▶ Document Screening and Compliance
 - ▶ Mandatory Evaluation Compliance
 - ▶ Technical Evaluation



EOI Process

- ▶ Once the EOIs are evaluated and adjudicated, a course of action will be determined based on the responses. This EOI is prepared as a preliminary stage. The list of potential suppliers who have submitted expressions of interest may be used as the basis for conducting a select tender process.
 - ▶ Direct Negotiation (Requests for Quotations - RFQ) with one or several preferred suppliers (limited to the top 3 in each category). This is a closed tender process involving only service providers that have responded.
- OR
- ▶ The information submitted from the marketplace to the CSOS may be used in a further tender process (Request for Proposals - RFP). An open tender process will be used.
- ▶ CSOS reserves the right to prioritise the conclusion of the **core services** components ahead of the support-service components.
- ▶ All communication with potential providers would follow after adjudication and the determination of the accounting authority. All forms of communication would be treated as confidential.



Mandatory Compliance Requirements

- ▶ Respondents must confirm that they have read, understand the terms and conditions, sign the SBD forms and the General Conditions of Contract (GCC).
- ▶ The proposals must contain a detailed information: -
 - ▶ Phases, Milestones, Deliverables and Activities.
 - ▶ Methodology to be applied.
 - ▶ Implementation Plan.
 - ▶ Maintenance Plan.
- ▶ Provide: -
 - ▶ A company profile, organisational structure and infrastructure/capacity to render the services requested.
 - ▶ Staff compliment.
 - ▶ Level of expertise of key personnel that may be recommended to CSOS, their accessibility, qualifications and competencies relevant to the scope of services.
 - ▶ Provide a schedule of the bidder's experience and proven track record over the past three (3) years.
 - ▶ Provide two (2) most recent testimonials from any clients, where similar services were provided.
- ▶ Submit One (1) original, Three copies, and a USB with Bidder's technical response(s) only.
- ▶ At least ONE of the bidding partners in a partnership/JV must have attended the briefing session.



Mandatory Documents

- ▶ Original and valid SARS Tax Clearance Certificate
- ▶ Certified copy of VAT registration certificate, if applicable
- ▶ 3-year recent Annual Financial Statements with signed audit report
- ▶ Original certified copies of your CIPRO/CIPC company registration documents listing all members with percentage members interest, in case of a close corporation
- ▶ B-BBEE certificate by an accredited verification agency (South African bidders only). Copies must be certified.
- ▶ Declaration of interest
- ▶ If the bidder is a joint venture, consortium or other unincorporated grouping of two or more persons / entities, a copy of the joint venture agreement between the members
- ▶ Completed finance model with detailed breakdown
- ▶ Completed Bidder's Particulars

Respondents who fail to submit mandatory documents and who do meet the mandatory requirements before the closing date and time will be disqualified



Please NOTE

- ▶ ANNEXURES available on the CSOS website www.csos.org.za
 - ▶ CSOS Registration Process
 - ▶ CSOS Dispute Resolution Model

- ▶ All queries must be in writing via email to matilda.phohole@csos.org.za

- ▶ No telephonic queries will be accepted

- ▶ All bid details will be published to the CSOS website www.csos.org.za

- ▶ The closing date and time of bid: **02 December** at 11am

- ▶ Tender Box:

CSOS

1st Floor Building A,
63 Wierda Road East, Wierda Valley,
Sandton



Correction to EOI document

Existing Information Systems

As a new organisation, CSOS has embarked on a number of initiatives aimed at enabling business. Currently CSOS utilizes a SAGE Integrated platform consisting of Sage VIP Premier Payroll; Sage Evolution Finance and SCM and Sage HRIMS together with a SAP NetWeaver Records Management System. The proposed solution must integrate with current systems and is required to drive and consolidate its state of operational readiness. Such a solution must be truly enterprise, scalable, future proof, cost effective, and conform to open standards.

The closing date and time of bid: **02 December at 11am**

THANK YOU

Questions???

