



**Expression of Interest**  
*Development & Testing Services*

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# 1 Executive Summary

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## 1.1 Cuorium Ltd - Background

Cuorium Ltd is focussed on providing solutions in conjunction with the transport and logistics sector. Its solutions revolve around cab booking, dispatch, collection and drop-off of the client, amongst other services. It provides an end-to-end solution from customer registration to the final drop-off of the client. Furthermore, development is extended to mobile app development as well as integration with inhouse 3rd party systems. The company aims to provide cutting edge technology platforms (including booking engines and pricing platforms) together with mobile applications for customers and drivers, for companies operating in the transportation and logistics industries both locally and abroad.

Cuorium Ltd. has created a unique solution, different to other providers on the market, that allows cab bookings to be made through 5 different channels, as well as caters for 2 booking types (pre-bookings and immediate pick-ups). Thus, it is seeking to internationalise its platform in the transport field and extend the use of its applications to other businesses such as the transport of goods.

Cuorium's main customer is the local leading cab company – eCabs Co. Ltd.

The company uses an Agile approach to deliver the various requirements. The business is very dynamic and thus requirements are delivered in frequent iterations.

## 1.2 eCabs Ltd – Background & Product Offering

eCabs Ltd. is a privately-owned transport services provider which has grown at a very fast pace over its nine years of operation, establishing it as a market leader in what has traditionally been a closed, protective and conventional market. Driven at the core by the enterprising vision of the family business, the Company grew into a fully-fledged transportation firm gradually extending the diversity and depth of the service.

From a business standpoint, the growth of the Company has evolved to reach a degree of critical mass in its operations, which is reflective of its market penetration. Running its business from its own premises, eCabs has drastically grown its business over the last 9 years presently employing over 600 people in a highly complex operation, functioning in an equally complex external environment.

Over its years of operating within the local transportation industry, eCabs Co Ltd has succeeded in reinventing the taxi industry and establishing itself as the undisputed market and thought leader in the segment. Through its continuous multi-pronged investment in vehicles and technology the company has managed to create and maintain a driving edge in the industry, setting the bar for all the other operators that have since started operating.

eCabs considers the customer as an important contributing factor to the success of its business and recognised from the start that in order to provide an efficient service and maintain its reputation, it had to invest heavily in the use of technology. eCabs will continue to invest further keeping up with latest technology and services that customers would expect from this sector.

As part of the medium to long term Group Business Strategy, eCabs Ltd. is planning to expand its business of transporting people to the transport of goods mainly related to courier operations and as a last mile carrier, amongst others.

## 1.3 Expression of interest

Since this industry is a very competitive business and our client needs to keep ahead of the competition, Cuorium Ltd is issuing this Expression of Interest (EOI) to build and have available a pool of experienced Suppliers to provide the company with the necessary application development and testing services as and when requested.

## 2 Cuorium Ltd.

### 2.1 Background

As previously highlighted, Cuorium Ltd. has created a unique solution, different to other providers on the market, that allows cab bookings to be made through 5 different channels, as well as caters for 2 booking types. It is now seeking to internationalise its platform in the transport field possibly extending it to the transport of goods too.

Furthermore, Cuorium aims to provide cutting edge technology platforms (including booking engines and pricing platforms) together with mobile applications for customers and drivers for companies operating in the transportation and logistics industries both locally and abroad.

The development and implementation of such technology aims at improving:

- i. customer experience and retention through improved customer facing technology;
- ii. operational efficiency through improved scheduling and resource allocation;
- iii. revenue generation and maximisation through the application of top-end pricing engines;
- iv. fleet optimisation resulting in benefits to all stakeholders including the environment through reductions in carbon footprint.

### 2.2 Applications

Various systems exist at eCabs and range over a variety of technologies. The core systems are bespoke systems and built-in-house. However, eCabs does not believe in re-inventing the wheel and thus has built integration modules with various 3rd party systems which also provide support to the eCabs business. These 3rd party systems range from Microsoft products, cloud-based products and others.

Attributes	Description
Technologies	<ul style="list-style-type: none"><li>• Java &amp; Java enterprise technologies such as Spring Boot, Spring Framework, Spring Security, Hibernate</li><li>• Microservice patterns, REST services and use of messaging systems such as Rabbit MQ</li><li>• Frontend web technologies such as HTML, Javascript, CSS, Angular 7, Type script, Redux Patterns.</li><li>• Kotlin for Android native app Development</li><li>• Swift for iOS native Development</li><li>• Postgres, geospatial databases, NoSQL database, SQL Server</li></ul>
Number of Users	<ul style="list-style-type: none"><li>• Core sytem -&gt; 50 users</li><li>• Customer Mobile App -&gt; &gt;50K users</li><li>• Driver's App -&gt; 200 users</li><li>• Business Central -&gt; 5 users</li><li>• CRM -&gt; 2 users</li><li>• Loyalty Scheme -&gt; 2 users</li></ul>
Hosting Environment	<ul style="list-style-type: none"><li>• Linux Ubuntu, Windows Server</li></ul>
Methodologies Used	<ul style="list-style-type: none"><li>• Agile such as Kanban.</li></ul>
Devops	<ul style="list-style-type: none"><li>• Cloud hosting on Amazon, Azure and Google Cloud console, CI using Atlassian Suite</li></ul>

# 3 Information to Prospective Bidders

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## 3.1 General

In submitting an EOI, Cuorium Ltd, is inviting interested Suppliers to enter into a 2-year framework agreement for the provision of development and testing services.

## 3.2 Scope of Expression of Interest

The scope for issuing this EOI is to build and have available a pool of experienced Suppliers to provide Cuorium Ltd with the necessary application development and testing services as and when requested.

Requests for Quotations and Purchase Orders, associated with particular modules, will be issued only to selected successful Suppliers who have entered into this agreement.

## 3.3 Purpose of Expression of Interest

Cuorium Ltd has reached a stage whereby it is able to enter into an agreement with a pool of third parties, of a certain respected reputation, for the provision of application development and testing services.

The cab industry is a very competitive business and needs to keep ahead of the competition. Hence, the requirement to deliver new requirements within agreed timescales.

This EOI does not commit Cuorium Ltd. to contract any supply or service whatsoever. Suppliers are advised that Cuorium Ltd. will not pay for any information or administrative costs incurred in response to this EOI; all costs associated with responding to this EOI will be solely at the interested party's expense.

Cuorium Ltd has not made a commitment to procure any of the items listed, and release of this EOI should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become the property of Cuorium Ltd. and will not be returned.

## 3.4 Description of Services Required

Upcoming, planned work will be made visible to the successful suppliers on a quarterly basis. Such work will then be requested through an RFQ. On acceptance of an RFQ for development and/or testing services, the Approved Supplier will be expected to work on any of the systems at eCabs Ltd, for which the request for service was issued. Services requested will be mainly related to

- (i) Development of new modules/sub-systems
- (ii) Maintenance and support of existing systems
- (iii) carrying out regression testing of specific modules or of entire systems when a major change has been included

The supplier will be provided with documented requirements for the work to be done on any of the above services required.

The supplier will be required to indicate when resources will be available to commence the work on the RFQ issued. Should the supplier's proposed timeframe be unsuitable, Cuorium, has the right to select another successful supplier who has equivalent technical expertise and can provide the service required within the required deadline. This does not preclude the former Supplier from being contracted to complete work on another assignment again.

## 3.5 Selection & Award Requirements

In order to be considered eligible for the award of the Purchase Order, Suppliers must commit to deliver the required service on time and within the budget agreed upon.

Furthermore, the Supplier is to provide evidence that it meets or exceeds certain minimum criteria described hereunder. The template attached in Appendix A of this document should be submitted when providing this information.

Following the acceptance of select suppliers, Cuorium Ltd. will proceed to issue an RFQ (format of which included in Appendix B of this document) when it requires the services of the approved suppliers.

### 3.6 Clarifications

Any enquiries or request for clarifications should be formulated in writing and delivered by e-mail, addressed to Cuorium Co. Ltd on e-mail address [info@cuorium.com.mt](mailto:info@cuorium.com.mt). Such requests can be made between 24th July, 2019 up till 5th August, 2019, close of business. All requests for clarification will be replied to by not later than 9th August, 2019, close of business.

### 3.7 Format of Submission

**Prospective Suppliers must submit their submission (as per template attached in Appendix A of this document) to this EOI in pdf format which is to be sent as an attachment by email to [info@cuorium.com.mt](mailto:info@cuorium.com.mt)**

### 3.8 Timetable

Item	Date
Date of Publication of EOI	23rd July, 2019
Technical Meeting for Interested Suppliers	30th July, 2019
Deadline for request for any clarifications	5th August, 2019
Deadline for reply to clarifications by Cuorium Ltd.	9th August, 2019
Deadline for Submission of Expressions of Interest	20th August, 2019
Announcement of the recommended Approved Supplier/s	9th September, 2019

**A Technical Meeting for interested Suppliers is scheduled for 30th July,2019 at 1400 hours (CET) and will be held at The Boardroom, 4th floor, eCabs Head Office, Triq Santu Wistin, San Giljan.**

During the workshop a brief presentation will be delivered whereby the technology used by Cuorium Ltd. will be explained. Those present will have the opportunity to raise any clarifications required.

### 3.9 Right to suspend or revoke the EOI

Cuorium Ltd., as the client, retains the unconditional right to revoke or suspend this EOI and the process arising out of its issuance. By acquiring this EOI, any prospective bidder agrees to the above-mentioned rights and that they shall not have any right to institute any claim against Cuorium Ltd.

Cuorium Ltd. reserves the right to conduct an interview with the Supplier's chosen personnel to assess their experience and approach to the delivery of the development and testing.

Cuorium Ltd. reserves the right to cancel this EOI or to accept a Quotation wholly or in part, or of dividing the contract among two or more Suppliers.

The notification to the recommended Suppliers implies that the validity of this EOI is extended for a period of thirty (30) days from the date of notification of the recommended Supplier/s.

### 3.10 Agreement

On selecting the successful Suppliers, the latter will be provided with the requirements for services and will be expected to come up with an estimate of the work involved. Cuorium Ltd. has the right to refuse or query the quote provided if it deems that it is unreasonable. Prior to providing the quote the approved suppliers will be given an overview of the requirements. The approved supplier will be expected to provide the service within the agreed budget and timescales.

All the suppliers must enter into a non-disclosure agreement which is non-negotiable.

eCabs Ltd together with Cuorium Ltd, is very rigorous with the processing of its data and observes the General Data Protection Regulation (GDPR).

All Cuorium Ltd's intellectual property (IP) remains belonging to Cuorium Ltd. Any IP developed by the Supplier for Cuorium as a result of any RFQs belongs to Cuorium Ltd.

# Appendix A – Template for Submission

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## Section A.1 – Standard Information

<b>a. Full Name of Company</b>	
<b>b. Company Registration Number</b>	
<b>c. Details of Company</b>	
<b>d. Registered Office Address</b>	
<b>e. Telephone Number</b>	
<b>f. Email Address</b>	
<b>g. Contact Details</b>	
<b>h. Current directors</b> Name Surname Signature  Name Surname Signature	
<b>i. Key Management Personnel</b> Name Surname Role	
<b>j. Overview of company's line/s of business and interests</b>	

In the case that the interested party is a partnership or a joint venture, information requested in points (a) through (j) above must be submitted for all the participants accordingly.

## Section A.2 – Detailed profile

*Interested parties are required to submit a detailed profile of their company/ies clearly demonstrating all experience they have in implementing and supporting software similar to what has been defined in Section 2.*

## Section A.3 – Description of Operations

*Each experienced entry is to be accompanied by a detailed description of operations carried out, duration operated, and results attained.*

## Section A.4 – Technical Capacity.

*The Supplier must provide a list of the technical and development skills that its employees possess, highlighting especially the ones that meet the attributes highlighted in Section 2.2 of this document.*

## Section A.5 – Unique Selling Factors

*List of major unique selling factors, which the Supplier can provide, if it is engaged. Interested suppliers are required to highlight any propositions and added value services, which they would be offering in addition to what is requested in the EOI if they are awarded the contract.*

## Section A.6 – Fee Schedule

*Schedule of fees/hour exclusive of taxes and expressed in Euro (€). The prospective supplier should also indicate the rate for additional services.*

# Appendix B – Request for Quotation

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The following sub-headings and description constitute guidelines for information to be published in the RFQ. Cuorium Ltd. reserves the right to include additional information and/or remove some of the information indicated in these guidelines.

The RFQ shall be issued by Cuorium Ltd. All Requests for Quotations (RFQs) shall be uniquely referenced.

## **Instructions to Approved Suppliers**

This section will serve to inform the Approved Suppliers with general instructions regarding the RFQ, the selection and award requirements and the criteria for award.

## **Terms of Reference of the RFQ**

This section may include:

- a list of the modules of the applications that will be outsourced including a description of the applications;
- a brief description of the current hosting environment and possible adapters;
- the type of maintenance and support currently being performed on the applications and the effort involved;
- the maximum hours for Additional Services expected from the Approved Supplier;
- the development tools used;
- the number of Key Users and number of users and sites;

This section may also include:

- description of the services being requested;
- term of the purchase order;
- whether as part of the Service to be provided by the Approved Supplier and, if required by Cuorium Ltd., the obligation on the Approved Supplier to make the necessary arrangements, at no additional charge, to gather all information, knowledge and know-how required for the provision of the Services within the timeframes provided for.
- Any exceptions to the terms and conditions set out in the Framework Agreement.

## **Response Section**

Approved Suppliers are to submit their responses to the RFQs issued by Cuorium Ltd as instructed in each individual Request for Quotation.