



**REQUEST FOR QUOTATION**  
**RFQ/SANAS/SHANDUKA-MSP/2013/01**  
**DEVELOP ELECTRONIC APPLICATION FORMS for the**  
**SOUTH AFRICAN NATIONAL ACCREDITATION SYSTEM (SANAS)**

INVITATION TO QUOTE

YOU ARE HEREBY INVITED TO QUOTE FOR THE REQUIREMENTS OF SANAS

BID NUMBER: RFQ/SANAS/SHANDUKA-MSP/2013/01

CLOSING DATE: **31 May 2013**

CLOSING TIME: **11:00**

DESCRIPTION: **Develop electronic application forms for SANAS**

**The successful service provider will be required to fill in and sign a written Contract Form (SBD 7).**

BID DOCUMENTS MAY BE POSTED TO: Private Bag X23  
Sunnyside  
Pretoria  
0132  
South Africa

OR

DEPOSITED IN THE *BID* BOX SITUATED AT: the dti Campus  
77 Meintjies Street  
Block G, Ground Floor  
Sunnyside  
Pretoria  
0002  
South Africa

OR

E-MAILED TO: [sumem@sanas.co.za](mailto:sumem@sanas.co.za)

**Suppliers should ensure that quotations are delivered timeously to the correct address. If the quotation is late, it will not be accepted for consideration.**

The *bid* box is generally open weekdays (Mon-Fri) from 8h00 to 16h30, excluding public holidays.

ALL QUOTATIONS MUST BE SUBMITTED ON THE OFFICIAL FORMS – (NOT TO BE RE-TYPED)

THIS RFQ IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2011, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT

THE FOLLOWING PARTICULARS MUST BE FURNISHED  
(FAILURE TO DO SO MAY RESULT IN YOUR QUOTATION BEING DISQUALIFIED)

NAME OF BIDDER .....

POSTAL ADDRESS .....

STREET ADDRESS .....

TELEPHONE NUMBER CODE:.....NUMBER.....

CELLPHONE NUMBER CODE:.....NUMBER.....

FACSIMILE NUMBER CODE:.....NUMBER.....

E-MAIL ADDRESS .....

VAT REGISTRATION NUMBER .....

HAS AN ORIGINAL AND VALID TAX CLEARANCE CERTIFICATE BEEN SUBMITTED? (SBD2) YES or NO

HAS A BBBEE STATUS LEVEL VERIFICATION CERTIFICATE BEEN SUBMITTED? (SBD6.1) YES or NO

IF YES, WHO WAS THE CERTIFICATE ISSUED BY?

AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA).....

A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN NATIONAL ACCREDITATION SYSTEM (SANAS); OR.....

A REGISTERED AUDITOR.....

[TICK APPLICABLE BOX]

**(A BBBEE STATUS LEVEL VERIFICATION CERTIFICATE MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR BBBEE)**

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## **TERMS OF REFERENCE**

For the provision of services pertaining to:  
**DEVELOPMENT OF ELECTRONIC APPLICATION FORMS for  
SANAS**

## 1. Purpose

The purpose of this Request For Quotation (RFQ) is to source and secure the services of a provider to develop electronic application forms for SANAS.

## 2. Background Information

The Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice, Act No. 19 of 2006, recognizes SANAS as the only National Accreditation Body for the Republic of South Africa for conformity assessment, calibration, monitoring of Good Laboratory Practice, and to provide for matters connected therewith.

SANAS is a Section 3A company for purposes of the Public Finance Management Act (PFMA), 1999 (Act No. 1 of 1999) (as amended by Act No. 29 of 1999).

SANAS has developed a SharePoint based system as part of its overall automation project of its administration processes. The system is called: Shanduka which means 'Change your old ways' in Venda. The electronic forms should be redevelop to address the new forms' requirements and fields. The current forms in Shanduka are built on InfoPath.

## 3. Objectives

Develop electronic application forms, associated workflow between internal and external stakeholders and effect automated e-mail notifications with reference numbers at specific intervals of the process.

## 4. Scope

- ❖ Delete obsolete forms from the system
- ❖ Develop eleven (11) electronic application forms based on SharePoint within the current Shanduka framework
- ❖ Ensure workflow alignment as per the current system
- ❖ Automated e-mail notifications to internal and external stakeholders
- ❖ Testing and obtaining sign-off from SANAS
- ❖ Training of five (5) super users
- ❖ Ensure 0% defects in the system functionality and its start-up status during the process

## 5. Terms and Conditions

It should be noted that SANAS is VAT de-registered. An indication must also be given whether or not VAT will be payable on these fees. All fees stated must be VAT inclusive where applicable and stated as such on the bid submitted.

SANAS will enter into an agreed timeframe contract with the preferred service provider. The service provider should provide their projected timeframe based on the objectives and scope of work detailed by SANAS in this RFQ. The timeframe may be revisited, extended or lessened during negotiation between the relevant parties after the quotation has been accepted and approved, if deemed necessary by SANAS.

An agreed Service Level Agreement will be drawn up by SANAS in consultation with the preferred service provider.

The validity period of quotations submitted should be three months after the closing date of 31 May 2013.

It is expected that the preferred service provider work under the guidance of the SANAS IT Project Manager.

SANAS reserves the right to withdraw this RFQ and to amend the terms and conditions or to postpone this with an email notice to all parties who have received the Terms of Reference

The preferred service provider will be accountable and report to the SANAS IT Project Manager on all matters pertaining to the upgrade at agreed intervals and meetings.

The preferred service provider should ensure that scope is handled in such a manner that the most cost effective option is presented to satisfy the minimum requirements of SANAS.

SANAS reserves the right to approach alternative service providers if the preferred service provider cannot deliver on specific requests.

SANAS will provide the relevant framework, information and budget that must be adhered to and which will stipulate the minimum requirements and standards pertaining to the expected service delivery once the quotation has been accepted and approved.

The preferred service provider shall ensure a comprehensive design solution and avoid a situation where parts of the requirements of SANAS should be fulfilled by a sub-contractor of the preferred service provider where SANAS will be liable for additional/extra service fees which were not agreed to as part of the contract.

The preferred service provider shall communicate changes with regard to the agreed process, product or parts thereof, as soon as it occurs.

Provide a dedicated and competent contact person(s) for SANAS to communicate with as and when needed, within the agreed working hours, via telephone or e-mail and respond to the satisfaction of SANAS within 24hrs or at an agreed time.

A weekly report on progress should provide information on the completion of forms development and workflow alignment for each programme.

The overall target date for the completion of the design phase for the MSP platform will be determined by SANAS from the date of contract awarding. SANAS aims to deliver the initial phase within a 30 working days.

All discounts received against standard tariffs and/or on accumulated expenditure on any transactions associated with the design phase before, during or after commencement, must be disclosed to SANAS and agreed rates/tariffs may not be adjusted to the disadvantage of SANAS within the duration of the contract. Any new or changes in suppliers and its services, which did not form part of the original contract, must be accepted by SANAS.

## **6. Evaluation Methodology**

Quotations will be evaluated in accordance with the 80/20 preference point system as Preferential Procurement Policy Framework Act (Act 5 of 2000).

SANAS will establish a Bid Evaluation Committee to review all responses to the RFQ.

The minimum threshold for functionality is 85/100. All quotations that meet the minimum threshold will advance to the review and scoring of points for Price and BBBEE.

The quotation with the highest overall score (for Functionality, Price and BBBEE subject to the above preceding approach) will be recommended to the SANAS Chief Executive Officer for final decision making.

The letter of notification will be sent to the preferred bidder resulting from the final approval.

The Evaluation Criteria is as follows:

Criterion	Rating					Weight	Total score
	1	2	3	4	5		
The Quotations will be evaluated on a scale of 1-5 in accordance with the criteria below. The rating will be as follows: 1 = Very Poor, 2 = Poor, 3 = Good, 4 = Very Good, 5 = Excellent							
<b><u>FUNCTIONALITY</u></b>							
<b>Organization's Capacity</b>						<b>25</b>	
At least 1 x MSP and 1 x InfoPath Experienced Developers <u>dedicated</u> to the project						10	
Minimum 3-5 years SharePoint and InfoPath experience						6	
Minimum 3-5 years Business Process / Workflow experience						6	
Microsoft Partner Network for MSP (Silver, Gold, Platinum)						3	
<b>Experience and methodology</b>						<b>25</b>	
Minimum 3 <u>written references</u> where similar services were offered and successfully commissioned						10	
Meet the timeframe of 30 working days						5	
Project methodology needs to address all development management requirements with the following minimum deliverables: <i>a) Solution Architecture /Context diagram</i> <i>b) All configuration documented</i> <i>c) Change management</i> <i>d) Software testing and UAT</i>						10	
<b>Skills Transfer</b>						<b>10</b>	
Generate and provide a User manual						5	
Provide super-user training on the electronic forms, workflows and e-mail notifications						5	
<b><u>Total Functionality</u></b>						<b>100</b>	
<b>A Threshold of 85% must be achieved before advancing the quotation for review of Price and BBBEE points</b>							
<b><u>PREFERENTIAL POINTS FOR PRICE AND BBBEE COMPLIANCE</u></b>							
<b>Price</b>						<b>80</b>	
Relative Competitiveness of Proposed Price						80	
<b>BBBEE</b>						<b>80</b>	
Points for BBBEE Status Level Contributor						20	
<b><u>Total Price and BBBEE</u></b>						<b>100</b>	

### Calculation of Points for Price

$$P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where:

*P<sub>s</sub>* = Points scored for price of the quotation under consideration

*P<sub>t</sub>* = Rand value of the quote under consideration

*P<sub>min</sub>* = Rand value of the lowest acceptable quotation

### Calculation of points for B-BBEE status level contributor

B-BBEE Status Level of Contributor	Number of Points (90/10 system)	Number of Points (80/20 system)
1	10	20
2	9	18
3	8	16
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant	0	0

## 7. General

The following documentation should be completed and/or submitted.

- ❖ Completed SBD1: Invitation to Quote (included)
- ❖ Original Tax Clearance Certificate
- ❖ BBBEE Certificate
- ❖ Completed SBD3.3 : Pricing Schedule (Professional Services)
- ❖ Completed SBD4 : Declaration of Interest
- ❖ Completed SBD6.1 : Preference Points Claim Form
- ❖ Completed SBD7.2 : Contract Form – Rendering of Services
- ❖ Completed SBD8 : Declaration of Bidder’s Past Supply Chain Management Practices
- ❖ Completed SBD9 : Certificate of Independent Bid Determination
- ❖ Names of all proposed team members, setting out:
  - a) The professional role that each person will play in the assignment;
  - b) The suitability and availability of each person for the proposed roles in terms of their relevant skills and experience;
  - c) One-page résumés of each person highlighting their experience with references and signed by each individual and an authorised person on behalf of the service provider.
- ❖ Information on certification or registration with relevant authorities and/or an equivalent body.

***Failure to submit any of the SBD forms or other information requested in this RFQ may disqualify your response.***

Address all the items listed in the **Scope of Work and the Evaluation Criteria** and provide information relevant or proof of statements for consideration by the evaluation committee.

SANAS reserves the right to request short listed Service Providers, who submit a quotation in response to this RFQ, to give an oral presentation of their proposal. This will constitute a fact finding and explanation session only and does not include negotiation. SANAS will schedule the time and location of these presentations, if it is deemed necessary to do so.