

***Terms of Reference for the Appointment of a Service Provider to
provide an Online Survey Tool for Agrément South Africa***

RFP Number	ASA 08/08/2021
Date of issue	01/09/2021
Bid Closing date	15/09/2021 at 12:00 pm
Submissions	Dmamaregane@agrement.co.za

1. TECHNICAL ENQUIRIES MAY BE DIRECTED TO:

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2. SUPPLY CHAIN MANAGEMENT ENQUIRIES MAY BE DIRECTED TO:

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1. Introduction

Agrément South Africa was established by a Ministerial delegation of Authority in 1969. Since its inception, it has been administered by and housed at the Council for Scientific and Industrial Research (CSIR). The National Department of Public Works and Infrastructure (NDPW&I) has effectively managed the process of creating Agrément South Africa as a juristic person. The Agrément South Africa Bill was tabled before the National Council of Provinces and the National Assembly in Parliament and passed. The Agrément South Africa Act was accented to by the Honourable President of the Republic of South Africa as Act No. 11 of 2015. Agrément South Africa is an independent public entity for the technical assessment and certification of fitness-for-purpose of innovative building and construction products or systems. Agrément South Africa is tasked with providing assurance of fitness-for-purpose of non-standard construction related products and systems to specifiers and users, amongst other objects.

2. Agrément South Africa's objectives

Agrément South Africa extends an invitation, for quotation, to survey tools service providers, to provide an online survey tool to collect data of certified systems/ products specifiers, users and other research.


The main objective of the survey tool is to collect performance-in-use data, to establish the usage of Agrément South Africa certified systems/ products, get customer feedback aligned with ISO 9001 requirements, obtain input from stakeholders on relevant matters, reach end users of certified products and systems, and collect any other research data as part of research conducted by the organisation, for a period of one (1) year with an option for extension or renewal.

3. Scope of work

The successful service provider will be expected to provide an online survey tool to collect customer feedback aligned with ISO 9001 requirements, input from stakeholders on relevant matters, reach end users of the certified products and systems, and collection of any other research data required by the organisation.

The survey tool should have the following functions:

- 5 full User accounts
- Unlimited surveys per year
- 50 questions per survey

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- Collect responses
 - Analyse results
 - Extract data to reports
 - Track email responses
 - 24/7 email support
 - Allow customisation of surveys

4. Use of reasonable skills and care

a) Reasonable skills:

The service provider must have track record in similar work, be skilled and understand the brief.

b) Care:

The service provider must adhere to Agrément South Africa's confidentiality code. The service provider shall not, in any way or form, reproduce or publish any material provided by and to ASA without consent.

5. Planning and programming

The bidder is expected to submit a detailed project plan with submission of the quotation. Other planning matters will be discussed in detail, upon appointment.

6. Format of communications

Electronic mail, virtual meetings and telephony are the preferred forms of communication with Agrément South Africa.

7. Closing Date

The closing date for submissions to be considered for this project shall be 15 September at 12h00.

NO LATE SUBMISSIONS WILL BE ACCEPTED.

8. Qualifying criteria: technical and functionality

7.1 The following prequalifying criteria shall be applicable and only bidders satisfying below criteria will be eligible to participate in the evaluation of functionality requirements:

- a) National Treasury's Central Supplier Database (CSD) report. It must be noted that no contract with a service provider will be entered if such service provider is not registered on the CSD,
- b) Valid B-BBEE Certificate or sworn affidavit (Original certified copy, copy of a copy not allowed),
- c) Completed and Signed Standard Bidding Document SBD 4, SBD 6.1, SBD 8, SBD 9.
- d) Signed General Conditions of Contract.

7.2 The bidder must provide the following information to be evaluated for functionality:

- a) Track record/ experience in similar work of providing online survey or feedback tool
- b) At least three contactable references with signed reference letters,
- c) Project quotation and plan detailing the solution to be provided as well as the type of support that comes with the solution. The following requirements of the survey tool should be incorporated:
 - 5 full User accounts
 - Unlimited surveys per year
 - 50 questions per survey
 - Collect responses
 - Analyse results
 - Extract data to reports
 - Track email responses
 - 24/7 email support
 - Allow customisation of surveys

9. Scoring and Evaluation

No.	Requirement	Criterion and Scoring	Weighting
7.2.1	Track record or years of experience in similar work (provision of online survey or feedback tool)	0 Years = 0 1 -2 Years = 1 3 -4 Years = 3 5+ Years = 5	10%
7.2.2	At least Three (3) contactable references with signed letters	0 reference = 0 1 reference = 1 2 references = 3 3 references = 5	10%
7.2.3	Surveys to be distributed per year	Limited Surveys (< 100 000) = 1 Limited Surveys (> 100 000) = 3 Unlimited = 5	10%

7.2.4	Provision of Five (5) user accounts	User Accounts (<5) = 0 User Accounts (>5) = 5	10%
7.2.5	24/7 email support (help with queries)	No support = 0 Email support (Office Hours) = 3 24/7 Email support = 5	10%
7.2.6	The tool should be able to Collect responses	Cannot Collect Responses = 0 Collect Responses = 5	10%
7.2.7	The tool should be able to Analyse results	Cannot Analyse Reports = 0 Collect Responses = 5	10%
7.2.8	The tool should be able to Extract data to reports	Cannot Extract data to reports = 0 Collect Responses = 5	10%
7.2.9	The tool should be able to Allow customisation of surveys	Do not Allow customisation of surveys = 0 Collect Responses = 5	10%
7.2.10	Number questions allowed per survey	0 -20 = 1 21-50 = 3 >50 = 5	10%
	TOTAL		100%

Technical (Functional) Assessments' minimal acceptable requirements: 70 Points

TOTAL SCORE = 100

After considering the functional criteria, a bidder is considered to have passed the Functional Requirements if the TOTAL score is equal to, or greater than 70 points.

Bidders who obtain 70%, under Functionality Evaluation will be evaluated in terms of the 80/20 preference point system, where a maximum of 80 points are allocated for price and a maximum of 20 points are allocated in the respect of the level of B-BBEE Contribution of the bidder.

10. Evaluation Phases

The following formula will be used to convert the points scored against the weight:

$$P_s = \left(\frac{S_o}{M_s} \right) \times 100$$

Where:

Ps = Percentage scored for functionality by bid under consideration
 So = Total score of bid under consideration
 Ms = Maximum possible score

Service providers will be expected to achieve a minimum threshold score of 70% to proceed to Phase 2.

Phase 2: Calculation of points

Please note for quotations or bids above R10 000 up to R50 Million, ASA evaluates these in terms of the 80/20 preference point system where:

80 points are allocated for price and 20 points are allocated for the service provider’s B-BBEE Level of Contribution. An original or certified copy of a B-BBEE certificate must be submitted to substantiate claims for preference points.

A due diligence process in a form of a presentation will be conducted in respect of all short-listed bidders. A set of questions will be posed during the presentation. Should the bidder fail to meet the requirements of the due diligence process, their quote will be disregarded at this stage.

ASA also reserves the right to conduct an investigation of the bidder’s financial position, previous contracts carried out, availability of skills or knowledge, existing workload, etc.

During phase 2, points for price will be calculated for all shortlisted service providers in accordance with the following formula:

$$Ps = 80 \left(1 - \frac{Pt - P \min}{P \min} \right)$$

Where:

Ps = Points scored for price of quotation under consideration
 Pt = Rand value of quotation under consideration
 Pmin = Rand value of lowest acceptable quotation

The final points will be calculated as follows:

CRITERIA	SUB-CRITERIA	WEIGHTING POINTS
Price	Detailed budget breakdown	80
B-BBEE (Status Level Verification Certificate)	B-BBEE Level Contributor	20
TOTAL		100

POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

11. Pricing Schedule

The cost breakdown of the work components must be submitted with the RFP.

Requirement	Cost (excluding VAT)
Functional Requirements (e.g., Number of surveys per year, etc)	R____.
Support and Maintenance	R____.
Licensing Costs (User Accounts)	R____.
Other	R____.
Sub-total (excluding VAT)	R____.
Sub-total (including VAT)	R____.
Total Cost for a period of 1 year	R____.