



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

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| RFP Number | ASA 11/10/2021 |
| Date of issue | 28/10/2021 |
| Bid Closing date & Time | 10/11/2021 at 12:00 mid day |
| Submissions | Mmosha@agrement.co.za |

1. TECHNICAL ENQUIRIES MAY BE DIRECTED TO:

Mihloti Mahlaule

+27 12 841 3023

Mmahlaule@agrement.co.za

2. SUPPLY CHAIN MANAGEMENT ENQUIRIES MAY BE DIRECTED TO:

Moloko Mosha

+2776 967 2415

Mmosha@agrement.co.za

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:

- Allow users to design surveys using intuitive drag and drop interface for rapid creation
- Customisation of Web based surveys including personalised branding
- at least 5 full (admin) User accounts
- user management and use of administration control panel to allow users to administer the entire system

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- Unlimited surveys and analysis per year
 - At least 50 questions per survey
 - Surveys to be deployable on specific websites and selected (social media) web-applications
 - Collect responses
 - Analyse results
 - Extract data to reports
 - Track email responses
 - 24/7 email support
 - Allow customisation of surveys
 - The service to be hosted on secure South African-based servers
 - Allow distributions via anonymous links, emails, personal links, social media, offline app and QR codes)

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 10 November 2021 at 12h00 mid-day.

NO LATE SUBMISSIONS WILL BE ACCEPTED.

8. Qualifying criteria: technical and functionality

8.1 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.

8.2 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

User Login: Geofencing for better cybersecurity, Multi Factor Authentication (MFA).

9. Scoring and Evaluation

| No. | Requirement | Criterion and Scoring | Weighting |
|--------|--|---|-----------|
| 9.2.1 | 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% |
| 9.2.2 | At least Three (3) contactable references with signed letters | 0 reference = 0 1 reference = 1 2 references = 3 3 references = 5 | 10% |
| 9.2.3 | Surveys to be distributed per year | Limited Surveys (< 100 000) = 1 Limited Surveys (> 100 000) = 3 Unlimited = 5 | 5% |
| 9.2.4 | Provision of Five (5) user accounts | User Accounts (<5) = 0 User Accounts (>5) = 5 | 5% |
| 9.2.5 | 24/7 email support (help with queries) | No support = 0 Email support (Office Hours) = 3 24/7 Email support = 5 | 5% |
| 9.2.6 | The tool should be able to Collect responses | Cannot Collect Responses = 0 Collect Responses = 5 | 5% |
| 9.2.7 | The tool should be able to Analyse results | Cannot Analyse Reports = 0 Collect Responses = 5 | 10% |
| 9.2.8 | The tool should be able to Extract data to reports | Cannot Extract data to reports = 0 Collect Responses = 5 | 10% |
| 9.2.9 | The tool should be able to Allow customisation of surveys | Do not Allow customisation of surveys = 0 Collect Responses = 5 | 10% |
| 9.2.10 | POPI Act Compliance for User Consent, Data Security & Privacy User Login: Geofencing for better cybersecurity, Multi Factor Authentication (MFA) | 0 -20 = 1 21-50 = 3 >50 = 5 | 30% |

| | | | |
|--|---|--|-------------|
| | ISO/IEC 27001:2013 IT Security Compliant Solution & the Service Must be certified entity Audited/reviewed annual financial statements in the name of the bidding entity | | |
| | 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:

$$Ps = \left(\frac{So}{Ms} \right) \times 100$$

Where:

Ps = Percentage scored for functionality by bid under consideration

So = Total score of bids 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:

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

Where:

- P_s = Points scored for price of quotation under consideration
- P_t = Rand value of quotation under consideration
- P_{min} = 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____. |