

Request for Proposals (RFP)

Terms of Reference

Appointment of a service provider for the provision of Digital certificates specialised software.

RFP Number	ASA 04/2023
Date of Issue	28 February 2023
Compulsory Briefing Session	10 March 2023 @13:00pm Click here to join the meeting
Closing Date & Time	24 March 2023
Submissions	Procurement@agrement.co.za

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Contents

1. BACKGROUND.....	3
2. INVITATION FOR PROPOSALS	3
3. SCOPE OF WORK.....	4
6. SUBMISSION OF PROPOSALS AND QUALIFYING CRITERIA.....	11
7. FUNCTIONAL EVALUATION (STAGE 2).....	12
8. CALCULATION OF POINTS (STAGE 3)	13
9. COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS.....	15
10. FINAL APPROVAL	15
11. PROCEDURE FOR SUBMISSION OF PROPOSALS	15
12. VALIDITY PERIOD OF PROPOSAL.....	15
13. APPOINTMENT OF SERVICE PROVIDER	15
14. ENQUIRIES AND CONTACT WITH ASA.....	15
15. MEDIUM OF COMMUNICATION.....	16
16. COST OF PROPOSAL.....	16
17. CORRECTNESS OF RESPONSES.....	16
18. VERIFICATION OF DOCUMENTS	16
19. ADDITIONAL TERMS AND CONDITIONS.....	16
20. ASA RESERVES THE RIGHT TO.....	17
21. DISCLAIMER	17

1. BACKGROUND

The Agrément South Africa Act was accented to by the Honourable President of the Republic of South Africa as Act No 11 of 2015 from 1 April 2017. Agrément South Africa (ASA) was established as a Schedule 3A entity on 1 April 2017. The entity operates under a delegation of authority from the Minister of Public Works.


The main objectives are:

- To provide assurance of fitness-for-purpose of non-standard construction-related products and systems to specifiers and users.
- To support and promote the process of integrated socio-economic development in the Republic as it relates to the construction industry.
- To support and promote the introduction and use of certified non-standardized construction-related products or systems in the local or international market.
- To support policymakers in minimizing the risk associated with the use of non-standard construction-related products or systems; and
- To be an impartial and internationally acknowledged South African centre for assessment and confirmation of fitness-for-purpose of non-standard construction-related products or systems.

2. INVITATION FOR PROPOSALS

These are the official terms of reference (TORs) commissioned by ASA for the appointment of a service provider to provide an efficient and fully functional end-to-end Integrated Technical Services System of Digital certificates and specialized software for all related activities for ASA. These terms of reference are intended to provide a scope of work and deliverables to appoint a service provider to provide an efficient and fully functional end-to-end Integrated Technical Services System of Digital certificates and specialized software for all related activities for ASA. The software must provide the following capabilities:

- Digitalising and issuing of digital certificates.
- collect audit data accurately and consistent,
- provide supporting evidence with photos, images, documents,
- quality assurance metrics and accurate audit records,
- send automated emails,

- 
- generate report and planning,
 - Database of the certificate.
 - Automation of the life cycle of the certification.

The system should be able to interact with share point and the accounting system in place. Furthermore, the service provider should implement, deploy, and support and maintain and host users for a period of 36 months. Support and maintenance of the software will be required for 30 users.

3. SCOPE OF WORK

3.1 Directory of certificates

A database of more than 300 certificates, indicating the following data:

- Name of the Certificate holder
- Certificate number
- Subject of certificate
- Status
- Certificate website status
- Quality assurance status
- Verification status by research and development after quality assurance status
- Annual fee status
- Action (comment and remarks section)
- Contact details
- Classification of Revenue

The database should allow staff to view, edit selected information and allow other staff to view selected information.

3.2 Digital certificates

The system shall create and maintain electronic certificates. The system should allow user to input information to generate an electronic certificate.

3.3 Suspension of certificate

The system shall have the capability to perform, including but not limited to the following:

- Upload documents of multiple attachments in various formats (PDF, Word, etc)
- Input information to generate report/status
- Indicate status based on inputs
- Allow staff to view and edit selected information
- Set access for other staff to view selected information


Input information will include but not limited to the following:

- Certificate information – Certificate number, subject and, certificate holder
- Loss of income
- Basis of suspension
- Quality personnel information
- Memorandum submission date
- Peer review date
- Executive Committee (EXCO) approval date
- Technical Committee (TECO) approval date
- Board approval
- Communication to clients date
- Website and gazette publication date
- Gazette number
- Gazette date

3.4 Cancellation of certificate

The system shall have the capability to perform, including but not limited to the following:

- Upload documents of multiple attachments in various formats (PDF, Word, etc) certificate holder.
- Input information to generate report/status
- Indicate status based on inputs
- Allow staff to view and edit selected information
- Set access for other staff to view selected information



Input information will include but not limited to the following:

- Certificate information – Certificate number, subject and, certificate holder
- Reason for cancellation
- Quality personnel information
- Memorandum submission date
- Peer review date
- EXCO approval date
- TECO approval date
- Board approval
- Communication to clients date
- ASA website and gazette publication date
- Gazette number

3.5 Inactivation of certificate

The system shall have the capability to perform, including but not limited to the following:

- Upload documents of multiple attachments in various formats (PDF, Word, etc) certificate holder.
- Input information to generate report/status
- Indicate status based on inputs
- Allow staff to view and edit selected information
- Set access for other staff to view selected information

Input information will include but not limited to the following:

- Certificate information – Certificate number, subject and, certificate holder
- Date received
- Quality personnel information
- Memorandum submission date
- Peer review date
- EXCO approval date
- TECO approval date
- Board approval
- Communication to clients
- ASA website and gazette publication date

- Gazette number

3.6 Activation of certificate

The system shall have the capability to perform, including but not limited to the following:

- Upload documents of multiple attachments in various formats (PDF, Word, etc)
- Input information to generate report/status
- Indicate status based on inputs
- Allow staff to view and edit selected information
- Set access for other staff to view selected information

Input information will include but not limited to the following:

- Certificate information – Certificate number, subject and, certificate holder
- Date received
- Quality personnel information
- Memorandum submission date
- Peer review date
- EXCO approval date
- TECO approval date
- Board approval
- Communication to clients
- ASA website and gazette publication date
- Gazette number

3.7 Withdrawal of certificate

The system shall have the capability to perform, including but not limited to the following:

- Upload documents of multiple attachments in various formats (PDF, Word, etc)
- Input information to generate report/status
- Indicate status based on inputs
- Allow staff to view and edit selected information
- Set access for other staff to view selected information

Input information will include but not limited to the following:

- Certificate information – Certificate number, subject and, certificate holder
- EXCO approval date

- TECO approval date
- Board approval
- Communication to clients
- Date letter sent to client
- ASA website and gazette publication date
- Gazette number



3.8 Licensee application

The system shall have the capability to perform, including but not limited to the following:

- Upload documents of multiple attachments in various formats (PDF, Word, etc) certificate holder
- Input information to generate report/status
- Indicate status based on inputs
- Allow staff to view and edit selected information
- Set access for other staff to view selected information

Input information will include but not limited to the following:

- Certificate information – Certificate number, subject and, certificate holder, licensee
- Contact details
- Quality personnel information
- Application date
- Payment date
- Registered licensee
- Number of registered licensees
- Proposed inspection date
- Actual inspection date
- Interview/exam date
- Peer review date
- Approval date
- Communication to clients date

3.9 Amendment of certificate

The system shall have the capability to perform, including but not limited to the following:

- Upload documents of multiple attachments in various formats (PDF, Word, etc) certificate holder.
- Input information to generate report/status
- Indicate status based on inputs
- Allow staff to view and edit selected information
- Set access for other staff to view selected information

Input information will include but not limited to the following:

- Certificate information – Certificate number, subject and, certificate holder
- Application date
- Delegation date
- Due diligence status
- Type of assessment
- Quality personnel information
- Memorandum submission date
- Peer review date
- EXCO approval date
- TECO approval date
- Board approval date
- Communication to clients date
- ASA website and gazette publication date
- Gazette number

4. PROPOSAL REQUIREMENTS

4.1 Detailed approach

Information containing the specific steps, resources and timing associated with the approach for the delivery of the services should be detailed in this section. Detail regarding the migration process should be explained.

4.2 Deliverables and turnaround times

This section should include a list of deliverables and the associated turnaround times that are aligned to the services required as set out in paragraph 3 above.

4.3 Track record

4.3.1 Quality

The proposal should provide details of the approach on how to ensure and measure a quality service delivery. It should provide details of any industry- recognized quality standard (if applicable) to which it is, or will become, compliant (including a timeframe for compliance, if not already achieved), as well as awards received over the last two years.

4.3.2 References (It should be noted that proposals will be disqualified if contactable references are not provided)

The proposal should include at least three (3) contactable references from clients who received similar services over the immediate past 12 months. This should preferably include clients having similar scope of services, industry, and scale as Agreement South Africa.

The Proposal should include a brief description of the services provided for each client. The Service Provider must ensure that Agreement South Africa has the appropriate access to the clients listed.

The references must be contactable, and the contact details provided must include:

- Contact Person
- Organisation / Company name
- Contact Number
- E-mail address

4.3.3 Project participants' experience

The Service Provider should submit details describing the relevant experience of its proposed project participants. The information should include a description of the education, knowledge, and relevant experience as well as certifications or other professional credentials that clearly show that the Service Provider is and/or its representatives are qualified to perform the required work. The résumés of the proposed project participants should be submitted. The documentation should thoroughly describe how the proposed program manager has provided expertise for similar contracts and projects. The Service Provider may include any supporting documentation that would support its descriptive narrative.

5. PRICE

- 5.1 The Service Provider should provide a pricing schedule which clearly sets out the cost of providing the required services, together with any other charges as per the services required set out in paragraph 3 above. All other charges should be explained. Refer to Annexure A for the pricing schedule to be completed.
- 5.2 The terms provided and the fees quoted for the proposed services should include a proposed escalation in fees over the period of the contract.
- 5.3 All assumptions made in drafting the proposal, must be detailed.
- 5.4 The prices quoted should indicate whether they include or exclude value added tax (VAT).
- 5.5 Prices quoted must be valid for at least three (3) months days from the closing date of this bid.

6. SUBMISSION OF PROPOSALS AND QUALIFYING CRITERIA

6.1 MANDATORY REQUIREMENTS (STAGE 1)

-
- 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,
- Completed and signed standard bidding documents, **SBD 1, 3.1, 4 and 6.1 form.**
- Signed General Conditions of Contract.
- Completed price schedule.

NOTE: FAILURE TO MEET ANY OF THE MANDATORY REQUIREMENTS ABOVE WILL LEAD THE BIDDER TO BE DISQUALIFIED.

7. FUNCTIONAL EVALUATION (STAGE 2)

The bids shall first be evaluated for functionality. The functionality component consists of two areas on which the proposals shall be evaluated, namely a technical component and a track record and experience component. A minimum score of 70% must be obtained on functionality before a proposal is considered for further evaluation.

Details of the functionality scoring and how the points shall be allocated are as follows:

Functionality	Weight
Technical – Services offered and technical approach and deliverables including turnaround times	20
No technical approach, no deliverables provided by the service provider = 0 points	
The service offerings and turnaround times will be sufficient but do not address the entire scope of work/deliverables in detail although the bidder aligned the approach with the requirements of the Terms of reference. = 3 points	
The service offerings as well as the turnaround times are discussed in detail and properly address the entire scope of work/deliverables required. The bidder has fully aligned the approach with the requirements in the Terms of reference section 1.1 = 5 points	
Track record and Experience – The prospective should submit documentary proof of similar projects undertaken with contactable references	
Experience of Project Manager	30
No experience in completing similar work = 0 points.	
2 or more years' experience in completing similar work = 3 points	
5 or more years' experience in completing similar work. = 5 points	
Company Track Record	40
1 or more similar projects conducted with contactable references = 1 point	
3 or more similar projects conducted with contactable references = 3 points	
5 or more similar projects conducted with contactable references = 5 points	
Presentation	10
Presentations – Content, live demonstration	
Demonstration is not responsive to the requirements = 0 points	
Demonstration is clear and addresses all requirements = 5 points	
Total for Functionality	100

Bidders who score 70 points and more in Phase 2 will be considered for the next phase of the evaluation.

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

$$Ps = \frac{So}{Ms} \times 100$$

Where:

- Ps = Percentage scored for functionality by bid under consideration.
- So = The total score of bids under consideration
- Ms = Maximum possible score

8. CALCULATION OF POINTS (STAGE 3)

Please note for acquisitions below or equal 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 will be awarded based on the specific goals.

Points for the price will be calculated for all shortlisted service providers in accordance with the following formula:

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

Where:

- Ps = Points scored for the price of the quotation under consideration

Pt = Price of the quotation under consideration

Pmin = Price of lowest acceptable quotation

Preference points for the specific goals will be allocated as follows:

NO.	SPECIFIC GOALS ALLOCATED POINTS	PREFERENCE POINTS ALLOCATION	SUPPORTING EVIDENCE TO BE SUBMITTED
1.	SMMEs	10 points	- CSD report
2.	>50% Black female ownership	5 points	- CSD report or, - Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners
3.	>50% Black youth ownership	5 points	- CSD report, - Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners, or - Identification Documentation of all owners

The final points will be calculated as follows:

CRITERIA	WEIGHTING POINTS
Price	80
Specific goal	20
TOTAL	100

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

A recommendation for the award will then be formulated for approval by the relevant delegated authority.

9. COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS.

In consideration of the fees paid, the service provider expressly assigns to ASA any copyright arising from the works the consultant produces while executing this contract. The consultant may not use, reproduce or otherwise disseminate or authorise others to use, reproduce or disseminate such works without prior consent from ASA.

10. FINAL APPROVAL

ASA reserves the right not to accept the lowest bid. ASA also reserves the right to reject any or all of the proposals, and/or not to appoint any service provider at all.

11. PROCEDURE FOR SUBMISSION OF PROPOSALS

11.1 Proposals must be submitted electronically to procurement@agrement.co.za.

11.2 Respondents must use the RFP number as the subject reference number when submitting their bids.

11.3 All documents submitted electronically via e-mail must be clear and visible.

11.4 All proposals, documents, and late submissions after the due date will not be evaluated.

NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED

12. VALIDITY PERIOD OF PROPOSAL

Each proposal shall be valid for a minimum period of **THREE (3) months** calculated from the closing date.

13. APPOINTMENT OF SERVICE PROVIDER

13.1 The contract will be awarded to the bidder who scores the highest total number of points during the evaluation process, except where the law permits otherwise.

13.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement, ASA reserves the right to appoint an alternative supplier.

13.3. Awarding of contracts will be announced on the National Treasury website, and no regret letters will be sent to unsuccessful bidders.

14. ENQUIRIES AND CONTACT WITH ASA.

14.1 Any enquiry regarding this RFP shall be submitted in writing to Lmmafolo@agrement.co.za with **RFP No: ASA 04/2023 “Appointment of a service provider for the provision of digital certificates specialised software.”**

14.2 Any other contact with ASA personnel involved in this Quotation is not permitted during the RFP process other than as required through existing service arrangements or as requested by ASA as part of the RFP process.

15. MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFP must be in English.

16. COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements, and specifications of this RFP before submitting proposals. Each bidder assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. ASA is not responsible directly or indirectly for any costs incurred by tenderers.

17. CORRECTNESS OF RESPONSES

17.1 The bidder must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.

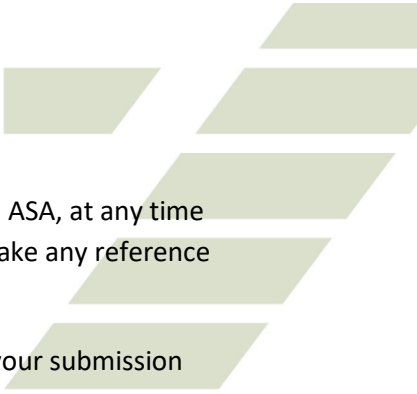
17.2. The bidder accepts that any mistakes regarding prices and calculations will be at their own risk.

18. VERIFICATION OF DOCUMENTS

18.1 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. ASA will accept no liability concerning anything arising from the fact that pages are missing or duplicated.

18.2 Only one electronic copy of the proposal must be submitted via email to procurement@agrement.co.za. If the bidder sends more than one proposal, the first submission shall take precedence should it not have been recalled/withdrawn in writing by the bidder.

19. ADDITIONAL TERMS AND CONDITIONS

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- 19.1 A tenderer shall not assume that information and/or documents supplied to ASA, at any time prior to this request, are still available to ASA, and shall consequently not make any reference to such information document in its response to this request.
 - 19.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
 - 19.3 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.
 - 19.4 Failure to comply with any of the terms and conditions as set out in this document will invalidate the proposal.

20. ASA RESERVES THE RIGHT TO

- 20.1 Extend the closing date.
- 20.2 Verify any information contained in a proposal.
- 20.3 Request documentary proof regarding any tendering issue.
- 20.4 Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal).
- 20.5 Award this RFP as a whole or in part.
- 20.6 Cancel or withdraw this RFP as a whole or in part.

21. DISCLAIMER

This document is only a RFP is a request for proposals only and not an offer document. Answers to this RFP must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of this proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFP. ASA makes no representation, warranty, assurance, guarantee or endorsements to tenderer concerning the RFP, regarding its accuracy, completeness or otherwise and ASA shall have no liability towards the tenderer or any other party in connection therewith.

