

Request for Quotations (RFQ)

Appointment of a service provider to provide Quality Audit Software.

RFQ Number	ASA 19/02/2023
Date of Issue	15 March 2023
Closing Date & Time	28 March 2023 @12:00 Mid-day NO LATE SUBMISSIONS WILL BE ACCEPTED
Submissions	procurement@agrement.co.za

Technical inquiries may be directed to:

Technical Group Leader: Quality Assurance

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Procurement Officer

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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 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.

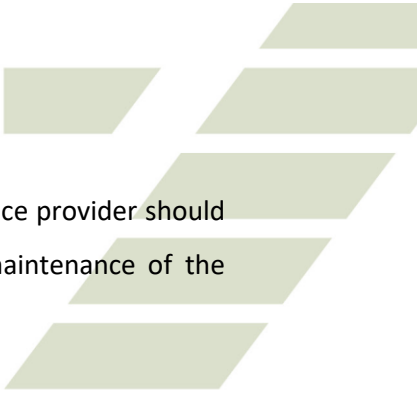
2. INVITATION FOR PROPOSALS

Agrément South Africa extends a call for the submission of proposals from suitably qualified service providers to develop a Quality Management System Audit Software (specialized software) and integrate all quality activities for ASA.

3. SPECIFICATIONS

The appointed service provider will be expected to provide an efficient and fully functional end-to-end Quality Management System Audit Software (specialized software) and integrate all quality activities on a tablet. The software must provide the following capabilities:

- collect audit data accurately and consistent,
- quality assurance issues are resolved on time,
- provide supporting evidence with photos, images, documents,
- quality assurance metrics and accurate audit records,
- send automated emails,
- generate report and planning,
- status of the certificate (database), and
- 8 Tablets where the software will be running on.



The system should be able to interact with other systems. Furthermore, the service provider should implement, deploy, and support and maintain and host users. Support and maintenance of the software will be required for a period of 36 months (3 years).

The outputs/scope of the required system should include the following:

3.2 Audit Plan

A system that can manage audit plan. The system shall maintain, including but not limited to the following data:

- Name of the Certificate holder
- Certificate number
- Subject of certificate
- Number of certificates
- Non-conformance status
- Target audit date
- Reschedule date
- Actual audit date
- Follow-up date
- QA status
- Action
- Contact details
- Classification (based on revenue, etc.)
- Comments

The database should allow staff to view, edit selected information and allow other staff to view selected information. The plan should also be linked with emails.

3.3 Audit Data Collection (Input)

The system shall maintain, including but not limited to the following data:

- Name of the Certificate holder, date, auditor, certificate information
- Input notes made during the audit
- Scan documents
- Upload documents from email/other sources
- Non-conformances emanating from audit findings - the Client Management Representative's signature is required as acceptance of non-conformances.

- Information about Audit Questionnaire will be made available.

3.4 Audit report

Generate report from 2.2 information. Four (4) report types required – Annual quality and compliance report, Quality management system assessment, Validity review and, Licensee report.

The audit report will include as minimum the following sections:

- Audit information – Date, name of the Certificate holder, auditor, certificate information
- The Introduction will identify the topic of the audit, the date(s) of the audit, a description of the audit scope and identification of the audit team.
- The Audit findings Section will also include all notes from section 2.2.
- A summary of the documents reviewed, and the specific results of the reviews and interviews,
- A statement on the effectiveness of the Quality management system which were audited (in accordance with ASA Guidelines based on ISO 9001:2015)
- A short description of the number of findings and the main groupings of these findings. If none are identified, then it is stated as such.
- Non-conformances emanating from audit findings should be linked to section 2.4.

3.5 Non-conformances

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

- Track non-conformances raised in the audit for expiry by sending notification/flag
- Input signature as verification of the closure of non-conformances
- 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

3.6 General

- Digital training guides
- Interactive training guides/Training videos
- The tenderer shall conduct a minimum of two (2) training sessions (minimum half day duration) for the different groups of users: Administrators, Supervisors

4. PROPOSAL REQUIREMENTS

The Proposal must be in the following format:

4.1 Detailed proposal

4.1.1. 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.

4.1.2. 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.

4.2 Track record

4.2.1. Quality

The proposal should provide details of the approach on how to ensure and measure 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.

4.2.2. 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 ASA.

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

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

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

- Cell number (if possible)

4.2.3. 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.

4.3 Price

4.3.1. 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 2.1 above. All other charges should be explained.

4.3.2. The terms provided and the fees quoted for the proposed services should include a proposed escalation in fees over the period of the contract.

4.3.3. All assumptions made in drafting the proposal, must be detailed.

4.3.4. The prices quoted should indicate whether they include or exclude value added tax (VAT).

4.3.5. Prices quoted must be valid for at least 90 (ninety) days from the closing date of this bid.

5. DURATION

5.1 The service would be provided for a period of 36 months.

5.2 The service provider must be available to start at the earliest possible time.

6. SUBMISSION OF PROPOSALS AND EVALUATION CRITERIA

6.1 Submission of procurement documents.

- National Treasury's Central Supplier Database (CSD) report. It must be noted that no contract with a service provider will be entered if such a service provider is not registered on the CSD,
- Completed and signed standard bidding documents, **SBD 4 and 6.1 forms**.

- Signed General Conditions of Contract.
- Completed price schedule.

6.2 Evaluation

6.2.1 Phase 1: Technical Specification and Functionality Evaluation

The bids shall first be evaluated for functionality. A **minimum score of 60%** 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	Points
Technical – Services offered and technical approach and deliverables including turnaround times	20
No technical approach, no deliverables provided by the service provider = 0 points	20
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	40
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	
Total for Functionality	100

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 bid under consideration

Ms = Maximum possible score

Service providers will be expected to achieve a minimum threshold score of 60% in order to proceed to Phase 2.

6.2.2 Phase 2: Calculation of points

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 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 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	- A B-BBEE certificate /sworn affidavit as supporting evidence
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 conduct an investigation of the bidder's financial position, previous contracts carried out, availability of skills or knowledge, existing workload, etc.

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

7. TERMS OF CONTRACT AND SERVICE LEVEL AGREEMENT

Before the bid is awarded, the successful bidder shall be required to enter into a Service Level Agreement (SLA) with Agrément South Africa (ASA). The SLA shall form the contractual basis for

the delivery of the service as well as how performance shall be measured. Contract extensions are at the sole discretion of ASA.

8. 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.

9. PRICE SCHEDULE

Item no	Item Description	Once-off (R)	Recurring (R)
01	Cost of system and related hardware		
02	Cost of support services		
03	Training costs		
04	Cost for user manuals/guides		
05	System installation costs		
TOTAL AMOUNT (EXCL VAT)			
15% VAT			
TOTAL AMOUNT (ALL INCLUSIVE)			

10. 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.

11. 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.

12. PROCEDURE FOR SUBMISSION OF PROPOSALS

- 12.1 All proposals must be submitted electronically to procurement@agrement.co.za.
- 12.2 Respondents must use the RFQ number as the subject reference number when submitting their bids.
- 12.3 All documents submitted electronically via e-mail must be clear and visible.
- 12.4 All proposals, documents, and late submissions after the due date will not be evaluated.

NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED

13. VALIDITY PERIOD OF PROPOSAL

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

14. APPOINTMENT OF SERVICE PROVIDER

- 14.1 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.
- 14.2 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.
- 14.3 Awarding of contracts will be announced on the National Treasury website, and no regret letters will be sent to unsuccessful bidders.

15. ENQUIRIES AND CONTACT WITH ASA

- 15.1 Any enquiry regarding this RFQ shall be submitted in writing to ASA at Mmabuse@agrement.co.za with RFQ No: **ASA 19/02/2023 "Appointment of a service provider to provide Quality Audit Software"**.
- 15.2 Any other contact with ASA personnel involved in this Quotation is not permitted during the RFQ process other than as required through existing service arrangements or as requested by ASA as part of the RFQ process.

16. MEDIUM OF COMMUNICATION

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

17. 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.

18. CORRECTNESS OF RESPONSES

18.1 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.

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


19. VERIFICATION OF DOCUMENTS

19.1 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.

19.2 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.

20. ADDITIONAL TERMS AND CONDITIONS

20.1 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.

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- 20.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
 - 20.3 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.
 - 20.4 Failure to comply with any of the terms and conditions as set out in this document will invalidate the proposal.

21. ASA RESERVES THE RIGHT TO

- 21.1 Extend the closing date.
- 21.2 Verify any information contained in a proposal.
- 21.3 Request documentary proof regarding any tendering issue.
- 21.4 Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal).
- 21.5 Award this RFQ as a whole or in part.
- 21.6 Cancel or withdraw this RFQ as a whole or in part.

22. DISCLAIMER

This document is only a RFQ is a request for proposals only and not an offer document. Answers to this RFQ 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 RFQ. ASA makes no representation, warranty, assurance, guarantee or endorsements to tenderer concerning the RFQ, whether with regard to its accuracy, completeness or otherwise and ASA shall have no liability towards the tenderer or any other party in connection therewith.

