Request for Quotations (RFQ)

Appointment of a service provider to provide Quality Management System Audit Software for a period of 3 years

RFQ Number	ASA 05/11/2026
Date of Issue	05 November 2026
Compulsory Briefing Session	11 November 2026 @11:00 am to 12:00 noon https://teams.microsoft.com/meet/3576626635874292?p=wAleexcWyFGKQ03Ags
Closing Date & Time	18 November 2026 @12:00 noon **NO LATE SUBMISSIONS WILL BE ACCEPTED**
Submissions	procurement@agrement.co.za

Supply Chain Management and Technical inquiries may be directed to:

procurement@agrement.co.za

1. BACKGROUND

The Agrément South Africa (ASA) is a Schedule 3A public entity and a statutory body established in terms of ASA Act,2015 (Act No. 11 of 2015). The entity operates under a delegation of authority from the Minister of Public Works and Infrastructure.

The main objectives are:

- To assure fitness-for-purpose of non-standard construction-related products and systems to specifiers and users.
- To support and promote 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 provides assurance of fitness-for-purpose for non-standardised construction products and systems through ongoing quality assurance. The purpose is to ensure that good-quality materials and satisfactory standards of design, manufacture, installation, application, assembling, and erection are consistently maintained within defined parameters. Key focus areas are:

- Approval of the certificate holder's quality management system based on the quality management system manual and the implementation thereof, and
- Annual quality and compliance inspections of materials, design standards, manufacture, and, where applicable, erection/installation/application/assembling of the subject.

The validity of Agrément certificates is reviewed every three years. Upon conclusion of a satisfactory review, the certificate's validity is extended for a further three-year period. The certificate remains valid provided that the certificate holder complies with the general and specific conditions of certification; the technical requirements stipulated in the certificate; the performance in the use of the subject is acceptable; and any changes in building legislation, regulations, relevant standards or of

Agrément performance criteria have not invalidated the technical assessment which formed the basis of certification.

3. SPECIFICATION

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

- capture and maintain audit data accurately and consistently,
- allow auditors to capture photos and images, and upload documents,
- quality assurance metrics and accurate audit records,
- send automated reminders for audit & validity reviews,
- generate reports and planning, and
- status of the certificate (database).

The system should be able to interact with other systems. Furthermore, the service provider should implement, deploy, support, 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

The system should manage and maintain an audit plan, 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 required

- Contact details
- Classification (based on revenue, etc.)
- Comments.

The backend database should allow staff to view and 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 collect and maintain audit data, including but not limited to the following Audit Questionnaire 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.

3.4 Audit report

Five (5) report types required – Annual quality and compliance inspection report, Quality management system assessment, Validity review, Licensee report and site investigation report.

The audit report will include, at a 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.
- 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 was 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.

3.5 Non-conformances

The system shall record and monitor the non-conformances, including but not limited to the following:

- Track non-conformances raised in the audit for expiry by sending a 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 service provider 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

Information containing the specific steps, resources and timing associated with the approach for the delivery of the services should be detailed in this section. Details 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 section 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 a 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)

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**

- Latest 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.**
- The disclosure in the SDB 4 Form must be true and complete in every respect (Take specific note of Paragraph 2.3 of the disclosure).
- Signed General Conditions of Contract.

6.2 **Mandatory Requirements**

- Completed price schedule.
- The bidder **MUST** provide at least **three** positive written contactable reference letters where Quality Management System Audit Software's were completed in the public or private sector.

NB: Failure to submit any of the mandatory documents requested in 6.2 will result in the disqualification of the bidder.

i. 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	5 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
4.	>50% People with disabilities 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 the 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. PRICE SCHEDULE

Item no	Item Description	Year 1	Year 2	Year 3	Total Amount for three (3) years
01	Cost of the system and Installation/configuration.	R			
02	Cost of support services (configuration of in-house hardware).	R	R	R	
03	Training costs, including user manuals/guides	R			
TOTAL AMOUNT (EXCL VAT)					
15% VAT					
TOTAL AMOUNT (ALL INCLUSIVE)					

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.

11. PROCEDURE FOR SUBMISSION OF PROPOSALS

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

11.2 Respondents must use the RFQ 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 **90 days** 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.

11.3. 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 RFQ shall be submitted in writing to procurement@agrement.co.za.

14.2 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.

15. MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFQ 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

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 RFQ as a whole or in part.

20.6 Cancel or withdraw this RFQ as a whole or in part

21. 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.

22. POPIA

Protection of Personal Information - All bidders agree that personal information of persons related to or linked with bidders or respondents to this request for proposals may be required to fulfil the requirements for submitting a bid. All bidders agree that the ASA may collect, keep and process such information provided that the aforesaid uses shall be for purposes of evaluating the bid submitted. Where the information is sought to be used for other purposes, further and specific consent shall be obtained.