**women, youth & persons with disabilities**
Department:
Women, Youth and Persons with Disabilities
**REPUBLIC OF SOUTH AFRICA**

**TERMS OF REFERENCE**

NDP 2030

| SCM /Tender Ref #: | RFP 02-2022/23 |
|---|---|

| Request for proposals for: | Development of a Stakeholder Database |
|---|---|

**Bid closing date and time as well as the date and time of briefing session (if any) are indicated on the attached SBD1. Quotations / proposals received after the closing date and time indicated on SBD 1 will not be accepted.**

**Service providers must provide <u>one original</u> and <u>5 (five) copies</u> of proposals submitted.**

**Only 1 (one) original price proposal and SBDs are required.**

| Estimated project start date: | Expected project duration (Months) |
|---|---|
| April 2023 | Six Months |

## 1. BID INFORMATION

Information and guidelines on the format and delivery of bids are contained in the attached bid documents. Please take note of the closing date and date of compulsory briefing session (if any).

## 2. PROPOSAL FORMAT

**A detailed proposal in response to this ToR must be submitted**. The proposal should contain all the information required to evaluate the bid against the requirements stipulated in this terms of reference. The following must be attached to the proposal as annexures:

- **Annexure B1**: Proposed team (Must use attached Excel template)
- **Annexure B2**: Summary of past experience of team members (Must use attached Excel template)
- **Annexure B3**: Deliverables and allocation of time to team members (Must use attached Excel template).
- **Annexure B4:** Pricing information. Price proposals must <u>include VAT</u> and should be fully inclusive to deliver <u>all outputs</u> indicated in the terms of reference (Must use attached Excel template).
- The published terms of reference (this document, including Annexure A to this document).
- All other forms / certificates required (see bid documents).

## 3. CONDITIONS OF BID

Detailed conditions applicable to all bids are contained in the bid documents accompanying this Terms of Reference. Only suppliers that meet all the requirements stipulated in the terms of reference and bid documents will be considered.

No late bids will be accepted. Only bids from service providers that attended the compulsory briefing session (if specified above) will be considered. Bids must be valid for a minimum period of 120 days after the closing date.

| ENQUIRIES | | |
|---|---|---|
| Name: | Mr. Lebogang Mothiba | SCM general |
| e-mail: | Lebogang.Mothiba@dwypd.gov.za | tenders@dwypd.gov.za |

## 1. BACKGROUND

Annexure A contains a detailed description of the requirements for this project, including:
- Background / context
- Problem statement / purpose
- Objectives and scope of project
- Proposed methodology / approach
- Deliverables and time frames
- Financial arrangements
- Information/documentation to be provided by the service provider

## 2. EXPERIENCE / SKILLS / TEAM COMPOSITION / PAST PERFORMANCE

The attached spread sheet <u>must</u> be used to summarise qualifications, skills and past experience and to cost the proposal.

### 2.1. Team composition

### 2.1.1. Empowerment requirements

The proposed team must meet the following empowerment requirements:
- **Black PDI%:** At least 30% of the person-days required to complete this project must be allocated to Previously Disadvantaged Individuals (PDIs)[1]; and
- **Gender%:** At least 30% of the person-days required to complete this project must be allocated to women; and
- **Persons with Disabilities%:** At least 7,5% of the person-days required to complete this project must be allocated to persons with disabilities; or
- **Youth%:** At least 30% of the person-days required to complete this project must be allocated to youth (persons aged 35 or younger); and
- **Empowerment spend**: At least 30% of the fully inclusive resource cost for all deliverables must be allocated to Black PDIs.
- **Potential service Providers** who scored higher in gender, youth and persons with disabilities will receive an added advantage.

**Annexure B1** must be completed and the required details of each team member must be provided. Team members indicated in the proposal must be available for the duration of the project and must play a meaningful role in the project. Replacement of team members may only be done in consultation with DWYPD and replacement team members must have the same PDI profile as well as qualifications / experience as those they are replacing.

### 2.1.2. Qualifications and Experience required

Service providers will demonstrate adequate experience through the number, types and geographical spread of projects/assignments undertaken. The attached template must be used to summarise experience and the proposal must contain details about projects worked on including roles, cost and duration as well as names and contact persons at contracting party.

| Roles* | Qualifications | Experience |
|---|---|---|
| Data Architect | **Minimum:** A 3 year National Diploma or a Bachelor's degree in Computer Science/Information Technology System/Application Development. **Advantage:** Postgraduate Degree. | **Minimum:** Has worked on at least five years in successful database development projects and played a lead data architect role in at least one evaluation of over R500 000. |

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[1] By Black PDIs we mean South African citizens who are Black, Indian, or Coloured.

| Roles* | Qualifications | Experience |
|---|---|---|
| Web Developer | **Minimum:** A 3 year National Diploma or a Bachelor's degree in Computer Science/Information Technology System/Application Development<br>**Advantage:** Postgraduate Degree | **Minimum:** At least 8 years total work experience in a website development and at least 10 years in the indicated sector. |
| Project manager | **Minimum:** A bachelor's degree coupled with a certificate in project management and solid experience in project management.<br>**Advantage:** Tertiary qualification in project management | **Minimum:** Successfully managed and completed at least 3 projects of R500 000 or more. |
| Database Designer | **Minimum:** A 3 year National Diploma or a Bachelor's degree in Computer Science/Information Technology System/Application Development<br>**Advantage:** Postgraduate Degree | Data Modelling, Database design Object-Oriented Analysis and Design techniques<br>System Architecture, including Database and System performance tuning, as well as hardware and network workload balancing<br>Database Administration; and an understanding of the implementation language and Environment. |

*\* One team member can have more than one of the roles indicated.*
*\*\* Score will be combined for all experts – All experts must meet minimum criteria stipulated above to receive a score of 3.*

## 2.2. Confirmation of experience, qualification and availability

The following must be submitted <u>for each of the proposed team members</u>:
- Written confirmation of availability (signed by the proposed team member) for the expected duration of the project of to produce the deliverable(s) as indicated in Annexure B.
- Detailed CV indicating qualifications, previous experience as well as letters of reference (references must be contactable).
- Copies of qualifications.

DWYPD reserves the right to verify all qualifications through the South African Qualifications Authority and to verify experience indicated on CVs with third parties.

## 2.3. Past performance

The past performance of service providers in executing similar projects will be evaluated using the references supplied by service providers as well as any other information available to the panel. Below satisfactory performance on a particular project may only be considered if such performance was communicated to the service provider by the contracting party and the service provider was given a reasonable opportunity to correct any deficiencies highlighted by the contracting party. The Department reserves the right to reject a bid if the service provider failed to perform satisfactorily on similar projects.

## 2.4. Project management

The bid proposal submitted by the service provider must include a detailed project plan developed by the nominated Project Manager. A summary of deliverable dates must be included in Annexure B3. The start of the project will depend on the DWYPD procurement process. The total duration of the project as indicated in

the service provider's proposal is binding (except for delays due to circumstance beyond the service provider's control).

3. **TECHNICAL REQUIREMENTS**

Purpose of the Stakeholder Database Management System is to strengthen the DWYPD's system of communication, implement programmes communication through unmediated communication via sound stakeholder relations and partnerships; and to ensure that women, youth and persons with disabilities are informed about government policies and programmes aimed at improving their lives.

3.1 **Categories of Stakeholders:** The DWYPD has the mandate to regulate the socio-economic transformation and implementation of the empowerment and participation of women, youth and persons with disabilities. The department's broad categories of stakeholders can therefore be divided into three i.e. **women, youth and persons with disabilities.** These groupings will then have a further disaggregation such as women/youth/persons with disabilities in business in business, associations, NGOs etc.

Internally, the department has four programmes and two public entities which all have different or at least intersecting stakeholders who revolve around the three stakeholder groupings listed above.

3.2 **Accessibility & Availability:** The developed Stakeholder Database Management System will need to be **inward** and **outward** looking. The inward functionality will need to serve the needs of internal stakeholders i.e. employees from various units from according to their various needs. The outward looking interface will then have to serve the needs of various stakeholders which the department serves.

The system must be always available for users to operate; this should be for as long as the website and intranet are up.

3.3 **Authentication and Authorization:** For external users there must be an in-built query management email which will handle any external query but also handle requests to be added onto the database. Internally, there should be a super-user who will be responsible for handling all the population of new data onto the database as well as updating outdated information.

3.4 **Information Security & Data Quality:** The system should be able to store or produce high-quality data that we can use for operational and decision-making processes. The system must be designed in such a way that a word cannot be entered in the space for a number; a telephone number must also be restricted to a value and the length thereof must be regulated. All other parameters are to be regulated as well. The system should be able to detect when people have inputted inaccurate information. If the software detects this error, it should notify the user and advise them to fix the discrepancy. Data validation and business rules will be provided by the department upon the award.

The designed system must comply with the POPI Act. Stakeholder's sensitive data must be protected from internal data professionals, employees and external stakeholders.

Data manipulation (adding and removing) must be reserved for the super-user. All new data to be inserted onto the database must be done through the super-user.

Whilst external user would have access to an interface that will give them the name of the organisation, website and contact email address; internal users should have access to the three in addition to contact person and contact numbers.

In addition to the training that will be provided to all internal users, super-users must be provided with a specific training that will be accompanied by high level training material for future use.

3.5 **Reliability, Interoperability & Performance:** The designed stakeholder management database system must offer comprehensive compatibility. It must work on all the major operating systems, web browsers and technical devices.

The designed stakeholder management database system interface must take on average 10.3 seconds on desktop, and 27.3 seconds on mobile to load.

Potential Service providers will be requested to present a live site of the online stakeholder database to test its abilities.

The designed system must have a 95% uptime. The must be a system in place to correct every error that may occur during the normal operation of the system.

3.6 **Serviceability & System Errors:** Maintenance of the system should be done after hours as well as during weekends and holidays. When a system has an error, there must be an error code generated to communicate this discrepancy with the user. The error code must be documented within a help database and should help the user to service the incident to a swift resolution.

## 4. COSTING METHODOLOGY

Prices must be <u>inclusive of VAT</u> (if VAT registered) and must include <u>all costs to fully execute all deliverables</u> indicated in this ToR. No variation in contract price will be permitted. Annexure B4 must be used to summarise costing.

## 5. EVALUATION OF BIDS

### 5.1. Administrative requirements

Annexures B1 to B4 **must** be completed using Microsoft Excel or compatible software. Annexures completed by hand (in writing) will not be accepted and such bids will be regarded as administratively non-compliant.

Only bids / quotes that comply with all administrative requirements and that submitted all required bid documents (acceptable bids) will be considered during the functional evaluation phase. Only acceptable bids / quotes will be scored by the Bid Evaluation Committee against the functional criteria indicated in this Terms of Reference.

### 5.2. Scoring of bids (functional criteria)

The following weighting and scoring system will be applied to the evaluation of all functional criteria:

| Weight allocation | Scoring system |
|---|---|
| 1 – Value adding requirement (minimum score of 2) | 1 – Does not comply with the requirements |
| 3 – Important requirement (minimum score of 6 or 9) | 2 – Partial compliance with requirements |
|  | 3 – Full compliance with requirements |
| 5 – Essential requirement / integral part of project (minimum score of 15) | 4 – Exceeds requirements |

**Score per criteria**: The final score obtained by a service provider for each criteria will be calculated by multiplying the <u>weight</u> and the <u>score indicated by each Bid Evaluation Panel member</u> and then by averaging the scores of all panel members. The average score per criteria is expressed as a number.

The **overall score** obtained by a service provider (expressed as a percentage) will be calculated as follows:

$$Overall\ Score\ (\%) = \frac{Sum\ of\ average\ scores\ for\ all\ criteria}{Sum\ of\ weights\ X\ 4}\ X\ 100$$

### 5.3. Functional evaluation Part 1A – Quantitative criteria

<u>Part 1: Minimum functional requirements</u>: Only bids that scored at least the minimum score <u>for each criteria</u> will proceed to functional evaluation part 1B. In cases where service providers submitted insufficient <u>evidence</u> or where <u>evidence</u> is ambiguous, service providers <u>may</u> be requested to provide additional <u>evidence</u>

and may be re-scored based on this information. Additional information submitted may only be used as evidence to substantiate what is already contained in the proposal. The costing and content of proposals may not be amended.

| | Functional Evaluation Criteria | Weight | *Min. Score* |
|---|---|---|---|
| 1.1 | **Team composition (par 2.1.2 of ToR and Annexures B and B1):**<br>1= Proposed team does not meet the empowerment criteria.<br>3= Proposed team meets the empowerment criteria.<br>4= Proposed team meets the empowerment criteria and achieved 50% or more in at least 2 criteria. | 3 | *9* |
| 1.2 | **Project manager (par 2.1.2 of ToR):**<br>1= The team leader does not meet the minimum requirements for either experience or qualifications.<br>3= The team leader meets all of the minimum experience and qualifications requirements.<br>4= The team leader exceeds the minimum experience or qualifications requirements. | 3 | *9* |
| 1.3 | **Data Architect (par 2.1.2 of ToR):**<br>1= The Data Architect does/do not meet the minimum requirements for either experience or qualifications.<br>3= The Data Architect meet(s) all the minimum experience and qualifications requirements.<br>4= The Data Architect exceed(s) the minimum experience or qualifications requirements. | 3 | *9* |
| 1.4 | **Web Developer (par 2.1.2 of ToR):**<br>1= The Web Developer do/does not meet the minimum requirements for either experience or qualifications.<br>3= The Web Developer meet(s) all the minimum experience and qualifications requirements.<br>4= The Web Developer exceed(s) the minimum experience or qualifications requirements. | 3 | *9* |
| 1.5 | **Database Designer \*\* (par 2.1.2 of ToR):**<br>1= The Database Designer do/does not meet the minimum requirements for either experience or qualifications.<br>3= The Database Designer meet(s) all the minimum experience and qualifications requirements.<br>4= The Database Designer exceed(s) the minimum experience or qualifications requirements. | 3 | *9* |

*\*\* Combined score for all experts – All experts must meet minimum criteria stipulated above to receive a score of 3.*
*\*\*\*A resource may fulfil more than one role subject to meeting the minimum criteria as stipulated above*

### 5.4. Functional evaluation Part 1B – Quantitative criteria

Service providers who pass the minimum requirements stipulated under functional requirements part 1A will be requested to present the requirements as stipulated in paragraph 3

**Part 1: Minimum Functional Requirements:** Only bids that scored at least the minimum score <u>for each criteria</u> will proceed to functional evaluation part 2.  In cases where service providers submitted insufficient <u>evidence</u> or where <u>evidence</u> is ambiguous, service providers <u>may</u> be requested to provide additional <u>evidence</u> and <u>may</u> be re-scored based on this information. Additional information submitted may only be used as evidence to substantiate what is already contained in the proposal. The costing and content of proposals may not be amended.

| Functional Evaluation Criteria | | Weight | *Min. Score* |
|---|---|---|---|
| 1.1 | **Categories of Stakeholders (par 3.1 of ToR and Annexures B and B1):**<br>1= The potential service provider does not cater for the three departmental stakeholders.<br>3= Proposed team meets the empowerment criteria.<br>4= Proposed team meets the empowerment criteria and achieved 50% or more in at least 2 criteria. | 3 | *9* |
| 1.2 | **Accessibility & Availability (par 3.2 of ToR):**<br>1= The potential service provider does not conform to the inward and outward looking requirements of the designed database.<br>3= The potential service provider meets all of the minimum inward and outward looking requirements of the designed database.<br>4= The potential service provider exceeds all of the minimum inward and outward looking requirements of the designed database. | 3 | *9* |
| 1.3 | **Authentication and Authorization (par 3.3 of ToR):**<br>1= The potential service provider does/do not meet the minimum requirements for in-built query management.<br>3= The potential service provider meet(s) all the minimum requirements for the in-built query management.<br>4= The potential service provider exceed(s) the minimum in-built query management requirements. | 3 | *9* |
| 1.4 | **Information Security & Data Quality (par 3.4 of ToR):**<br>1= The potential service provider do/does not meet the minimum requirements for creating a system that can store information and produce high-quality data.<br>3= The potential service provider meets the minimum requirements for creating a system that can store information and produce high-quality data.<br>4= The potential service provider exceeds the minimum requirements for creating a system that can store information and produce high-quality data. | 3 | *9* |
| 1.6 | **Reliability, Interoperability & Performance (par 3.5 of ToR):**<br>1= The designed database do/does not meet the minimum requirements for comprehensive compatibility, working on all the major operating systems, web browsers and technical devices.<br>3= The designed database meets the minimum requirements for comprehensive compatibility, working on all the major operating systems, web browsers and technical devices.<br>4= The designed database exceeds the minimum requirements for comprehensive compatibility, working on all the major operating systems, web browsers and technical devices. | 3 | *9* |
| 1.6 | **Serviceability & System Errors (par 3.6 of ToR):**<br>1= The designed database do/does not meet the minimum requirements for system maintenance.<br>3= The designed database meet(s) all the minimum system maintenance requirements.<br>4= The designed database exceed(s) the minimum system maintenance requirements. | 3 | *9* |

## 5.5. Functional evaluation Part 2 – Qualitative criteria

The functional evaluation criteria indicated below will be applied during Part 2 of functional evaluation to all bids that met the minimum requirements stipulated under Functional evaluation Part 1. During part 2 the Bid Evaluation Committee may:
- Evaluate and score bids based on the bid documents and proposals submitted; or
- Provisionally evaluate and score service providers based on proposals submitted and then invite service providers that met all requirements under Part 1 and a provisional overall score of at least 60% for both functional evaluation parts 1 and 2, to present their bids.

The final evaluation and scoring of bids will based on the proposals submitted, as well as on information provided by service providers during bid presentations (if applicable). Presentations can be used to summarise and clarify bids and may not substantially depart from the proposals submitted.

If a service provider is unable to attend a bid presentation on the date requested by the Bid Evaluation Committee, then the service provider must be afforded another opportunity within 5 workings. If a service provider is for a second time unable to attend a bid presentation then the bid must be evaluated based on the bid documents and proposals submitted only.

**Part 2: Minimum functional requirements**: Only bids that obtained the <u>minimum score for each criteria</u> as well as an <u>overall score of at least 75%</u> for both functional evaluation parts 1 and 2, will proceed to Price/PPPFA evaluation.

| | Functional Evaluation Criteria | Weight | *Min. Score* |
|---|---|---|---|
| 2.1 | **Understanding the brief. The proposal and / or presentation by the service provider:**<br>1= Did not address the purpose and objectives of the project.<br>2= Proposal shows minimal understanding of the sector and partially addresses the purpose and objectives of the project.<br>3= Proposal shows good understanding of the sector and fully addresses the purpose and objectives of the project.<br>4= Proposal shows exceptional understanding of the sector and policy issues, the purpose and objectives of the project responded innovatively and proposal offered added value to the project. | 5 | *15* |
| 2.2 | **Proposed approach**<br>1= Proposed methodology is not aligned to the purpose and key questions.<br>2= Proposed methodology is partially aligned to the purpose and key questions.<br>3= Project design, sample, data collection tools and analytical framework proposed is fully aligned to the purpose and key evaluation questions.<br>4= In addition to 3, the methodology is innovative and will add value beyond the originally intended purpose and objectives of the project. | 5 | *15* |
| 2.3 | **Knowledge of and exposure to national and international good practice on data protection.**<br>1= No international experience available<br>2= Proposal makes mention of international experience but not convincing in how this will benefit the project<br>3= Organisation has undertaken relevant international work and shows in the proposal how it will draw in international experience and insight<br>4= Recognised relevant international expertise included in the team (either sector or evaluation) | 3 | *9* |
| 2.4 | **Extent to which the costing methodology is realistic given the scope and time frames of the project**<br>1= Costing of the project is not aligned to the scope and times frames of the project.<br>2= Costing of the project not entirely aligned to scope and time frames and may negatively impact delivery.<br>3= The costing methodology is realistic given the scope and time frames of the project.<br>4= The costing methodology provides innovative solutions to reduce costs associated with the project. | 3 | *9* |

| Functional Evaluation Criteria | | Weight | *Min. Score* |
|---|---|---|---|
| 2.5 | **Project plan (par 2.4 of ToR and Annexure B3):**<br>1= No project plan included in bid.<br>2= Project plan does not fully address all deliverables or does not indicate completion within the required time frames.<br>3= Project plan addresses all deliverables and indicates completion of the project within the required time frames.<br>4= Project plan addresses all deliverables and indicates completion of the project in significantly less that the envisaged time frames. | 3 | *9* |

### 5.6. Price / BBBEE / PPPFA

Only bids that meet the minimum administrative and functional requirements / specifications indicated in the ToR (qualifying bids) will be evaluated in terms of the Preferential Procurement Framework Act and related regulations – see attached bid documents. The evaluation method (80/20 or 90/10) and preference points allocation applicable to this bid are indicated in the attached SBD 6.1.

## 6. CONTRACT MANAGEMENT

The successful service provider will be required to enter into a service level agreement (SLA) with the Department of Women, Youth, and Persons with Disabilities. The National Treasury General Conditions of Contract (GCC) will form part of the SLA to be concluded between DWYPD and the successful service provider. A copy of the standard DWYPD SLA is available on the DWYPD tender's website. Service providers should familiarise themselves the content of the standard template.

Service providers should note that:
- All information related to this bid, or information provided to the service provider subsequent to the award of this bid, must be treated as confidential and may not be disclosed in any way to third parties without the explicit written consent of DWYPD.
- All right, title and ownership of any Intellectual Property developed by or for the Service Provider or DWYPD independently and outside of execution/production of the Deliverables related to this bid, and provided during the course of this project ("Background IP") shall remain the sole property of the party providing the Background IP.
- To the extent that the Service Provider utilises any of its Background IP in connection with the Deliverables, such Background IP shall remain the property of the Service Provider and DWYPD shall acquire no right or interest therein, save that, upon payment of the applicable consideration, the Service Provider shall grant DWYPD a non-exclusive, royalty-free, non-transferable licence to use such Background IP strictly for purposes of making beneficial use of the Deliverables into which such Background IP has been incorporated.
- All Intellectual Property rights in Bespoke Deliverables are or will be vested in and owned by DWYPD unless specifically agreed otherwise in writing. The Service Provider agrees that it shall not, under any circumstances, question or dispute the rights and ownership of DWYPD in and to the Bespoke Deliverables. DWYPD shall grant the Service Provider a non-exclusive, royalty free, non-transferable licence to use the Bespoke Deliverables for the purpose of performing its obligations under this project.
- The Service Provider may not publish or sell, in whole or in part, any Bespoke Deliverables emanating from this project without the explicit written consent of DWYPD.
- The Copyright of any Bespoke Deliverables shall vest in DWYPD.

## 7. SPECIAL CONDITIONS APPLICABLE TO THIS BID

7.1. On the conclusion of the project, the source code should be handed over to the department and will remain the property of DWYPD.