

RFQ Number	NO-137/2021
Issue Date	21 September 2021
Closing Date	28 September 2021, close of business

TERMS OF REFERENCE

1. Purpose

Request for a proposal to source a suitable service provider with relevant and adequate expertise and experience in Qlik Sense Implementation. The services provider will support Qlik Sense, as a partner and fully certified in Authorise, Select and Elite service. The potential service provider will assist with the design, development, and enhancement of Qlik Sense analytic reports, training of users, and payment of licenses, together with maintenance and support services of the implemented solutions for a period of 12 months.

2. Background

The Small Enterprise Development Agency (Seda) is an agency of the Department of Small Business Development. Seda was established in December 2004, through the National Small Business Amendment Act, Act 29 of 2004, and is mandated to coordinate and provide non-financial support services to small enterprises through a network of its Branches and Service Providers.

Seda currently has a delivery network comprising of fifty-five (55) service delivery points (branch offices), nine (9) management, support and administrative offices (provincial offices), and one (1) Head/National Office. Among others the following are some key activities undertaken at Branch and provincial offices;

- Finance activities (Procurement of goods and services, budget management and financial reporting).
- Client engagement.
- Business advisory
- Human resource management

These activities and processes with supported by 700+ (700 hundred plus) human resources across the organisation and are meant to support the strategic goals and objectives of Seda to achieve its mandate.

To ensure efficiency and productivity for Seda as an organization, its stakeholders and clients, analytical reports plays a pivotal role in this regard, whilst also ensuring the organization through its human capital, technology and processes achieve its objectives and strategic goals.

The organisation took a decision to develop analytic reports on Qlik Sense in phases, due to the fact that other system/application were yet to be integrated and were on running a SQL platform. The first phase was to develop CRM analytical report on Qlik sense and that was achieved, and continues enhancements are being conducted. As Seda, we are now looking at moving to phase two of the process, which is the development of finance and human resources analytical report on our current BI tool.

(Qlik Sense) The drive to enhance the current application to include other organisational functions and reports is based on the fact that both systems are now storing data and information on our SQL database platforms, which makes it easier to retrieve and analyse data for more analytic reporting.

3. Scope of work

- User requirements analysis
- Development of additional applications (reports)
- Deployment of application (analytic reports)
- Testing
- Training for 75 User (As and when required)
- Support and Maintenance
- License Renewal (annual payment)
- Enable system integration with systems that don't store data on SQL platforms

4. Project Deliverables

- Documented user requirements report
- Documented analysis report
- Develop user Manuals
- Conduct user Training

- Develop test cases and testing report
- Development of required applications (analytic report)
- Deployment of Apps
- Enhancements of analytic reports
- Develop and Design of required reports
- Monthly Reports (Status)
- Renewal License key

5. Seda's Roles and Responsibilities

- Coordinate meetings with business process owners.
- Ensure infrastructure availability for installation
- Avail the users to the training
- Manage and monitor the project
- Provide business process information activities
- Approval and sign-off on business processes

6. Information required in the Proposal

- Evidence of experience / Track Record of Service Provider.
- Technical Capability of Service Provider.
- Detailed proposal.
- Detailed CVs of the key project personnel.
- Detailed approached/project plan
- Proof of Accreditation on Qlik Sense tiers; Authorise and Select. Elite will be an added advantage

7. Evaluation of the Proposal

7.1 Phase 1: Pre- Qualification Criteria

The following pre-qualification criteria will form the basis of the evaluation of all price quotations and failure to comply will result in the elimination of the price quotation for further evaluation:

1.	Submission of completed and signed SBD 4;
2.	Submission of completed and signed SBD 6.1;

3.	Submission of completed and signed SBD 8; and
4.	Submission of completed and signed SBD 9 documents.
5.	Proof of Re-seller Certification on Qlik Sense Products

7.2 **Phase 2: Functionality Criteria**

The following criteria will be used for evaluating all price quotations that met the pre-qualification criteria on the basis of functionality where price quotations must score a minimum of **70 points** for functionality to qualify for further evaluation in terms of the 80/20 preference points system.

	Functionality Criteria	Points Allocation
1.	Experience/ Track Record (30) 1.1 Experience / Track record: <ul style="list-style-type: none"> • Experience and expertise in designing and development of Qlik Sense applications in organisations similar to Seda • Experience in the maintenance and support of Qlik Sense tool • Knowledge and experience of implementing Qlik Sense tool in the Public and Private Sectors • Experience and knowledge of SQL Server administration For the purpose of this request the Service Provider must provide details of experience and understanding by providing at least three contactable (3) references from (3) different companies where similar projects were successfully implemented within the past 5 years. Each reference must be accompanied by an example of a similar project conducted.	30
	1.1.1 Three (3) contactable references and three (3) projects within the past five (5) to ten (10) years = 30 points	
	1.1.2 Two (2) contactable references and two (2) projects within the past three (3) to five (5) years = 20 points	
	1.1.3 One (1) contactable reference one (1) project less than the past three (3) years = 10 points	
	1.1.4 One (1) contactable reference zero (0) project = 0 point	
	1.1.5 Zero (0) contactable reference one (1) project = 0 point	

2.	Technical Capability (50) 2.1 Detailed Curriculum Vitae (CV) of key project personnel who will be responsible for the project, displaying their experience and knowledge on the implementation of Business intelligence applications, in particular Qlik Sense. <ul style="list-style-type: none"> • Key personnel must have experience in analysing organisational data to enable decision making • Project personnel must have knowledge and experience in designing and developing Business intelligence applications • Key personnel with experience and knowledge of analysing user requirements, business processes and translating those to functional Business Intelligence and Reporting solutions 	
	2.1.1 Relevant qualification in Bcom Information System/ BSC in Information Technology/Computer Studies/Information System/ Bcom Informatics and 1-10 years' experience in Qlik Sense Development <ul style="list-style-type: none"> • Five (5) to Ten (10) years = 25 points • Two (2) to Four (4) years = 20 points • One (1) to Two (2) years = 15 points • Less than One (1) year = 0 point 	25
	2.1.2 Experience in SQL administration for 1- 5 years with certification. <ul style="list-style-type: none"> • For Five (5) years = 10 points • For Four (4) years = 5 points • For Three (3) year and below = 0 points 	10
	2.1.3 Irrelevant qualification with 1-8 years' experience in Qlik Sense Development <ul style="list-style-type: none"> • Five (5) to Eight (8) years' experience = 15 points • Three (3) to Four (4) years' experience = 10 points • One (1) to Two (2) years' experience = 5 points • Less than one (1) year experience = 0 point 	15
3	Methodology and Approach (10) Clearly detail the methodology and approach that will be followed in the implementation of the required services, thus enabling prompt decision	10

	making.	
	3.1 Detailed Methodology and Approach submitted = 10 points	
	3.2 No Methodology and Approach submitted = 0 point	
4	Project Plan (10) <ul style="list-style-type: none"> Detailed project plan outlining how the service provider will manage the project for Seda which will include the following: 	10
	4.1 All activities, Milestones, Resource, Costs and Estimated timeframes (all five elements) = 10 points	
	4.2 Four (4) elements = 8 points	
	4.3 Three (3) elements = 5 points	
	4.4 Two (2) or less elements = 0 point	
Total Points		100

7.3 Phase 3: Preference Points System

Only qualifying price quotations that achieved the minimum points for functionality will be evaluated further on the 80/20 preference points system described in the Preferential Procurement Regulations, 2017 as follows:

	Preference Point Criteria	Points Allocation
1.	Price	80
2.	Broad-Based Black Economic Empowerment Status Level of Contribution	20
Total Points		100

10. TERMS AND CONDITIONS

- Price quotations submitted must be inclusive of all costs and applicable taxes (VAT) and be valid for a period of at least 30 days.
- The hourly rates of consultants must be in accordance with the rates issued and determined by the South African Institute of Chartered Accountants, Department of

Public Service and Administration or the body regulating the profession of the consultant (if applicable).

3. Consultant's travel arrangements must be in line with the government's travel cost containment measures [air travel, vehicle hire, accommodation rates, claiming kilometres according to the rates set by the Department of Transport] (if applicable).
4. No late price quotations will be accepted under any circumstances.
5. Suppliers/service providers submitting price quotations must be registered on the National Treasury Central Supplier Database (CSD).
6. Failure to submit a valid Sworn Affidavit (EME) or an original/certified valid B-BBEE Status Level Verification Certificate (other than EME or QSE) will result in no preference points being awarded for B-BBEE.
7. Suppliers/service providers must complete and return all the required documents, failing which, the supplier/service provider's quotation will be declared invalid.
8. This RFQ is subject to the National Treasury's General Conditions of Contract (GCC) that can be accessed on the following link:

<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf>

Seda wishes to thank you in advance for your price quotation.