

BID DOCUMENT

BID NUMBER:	FIC/RFB/PERFORMANCETESTING/2/2023/24
DATE OF ISSUE:	03 NOVEMBER 2023
CLOSING DATE FOR THE BID:	24 NOVEMBER 2023
CLOSINGTIME FOR THE BID:	11:00
DESCRIPTION FOR THE BID:	THE PROVISION OF PERFORMANCE TESTING SERVICES FOR ON CLOUD APPLICATIONS: COMPLIANCE MONITORING AND ASSESSMENT SYSTEM (CMAS), COMMON DATA PLATFORM (CDP), AND BUSINESS INTELLIGENCE (BI).
SUBMITTING BIDS:	<p>One (1) original and an electronic copy of the RFB document must be handed in / delivered to:</p> <p>TENDER BOX FINANCIAL INTELLIGENCE CENTRE BYLSBRIDGE OFFICE PARK CNR JEAN AVENUE & OLIEVENHOUTBOSCH (13 CANDELA STREET, HIGHVELD EXT 73) HIGHVELD CENTURION</p>

Bidders are required to inform the FIC when the documents will be delivered at the FIC offices, in order to provide an access code. Communication can be sent to Kamogelo.rathebe@fic.gov.za

CSD NUMBER

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DOCUMENTS IN THIS BID DOCUMENT PACK

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PART A: SBD 1 INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE FINANCIAL INTELLIGENCE CENTRE					
BID NUMBER:	FIC/RFB/PERFORMANCE TESTING/2/2023/24		CLOSING DATE:	24 November 2023	CLOSING TIME: 11:00
DESCRIPTION	THE PROVISION OF PERFORMANCE TESTING SERVICES FOR ON CLOUD APPLICATIONS: COMPLIANCE MONITORING AND ASSESSMENT SYSTEM (CMAS), COMMON DATA PLATFORM (CDP), AND BUSINESS INTELLIGENCE (BI).				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT					
RECEPTION, FINANCIAL INTELLIGENCE CENTRE					
BYLS BRIDGE OFFICE PARK, CNR JEAN AVENUE & OLIEVENHOUTBOSCH (13 CANDELA STREET, HIGVELD EXT 73 CENTURION)					
HIGVELD EXT 73					
CENTURION					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Kamogelo Rathebe		CONTACT PERSON	Kamogelo Rathebe	
TELEPHONE NUMBER	012 641 6018		TELEPHONE NUMBER	012 641 6018	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	Kamogelo.rathebe@fic.gov.za		E-MAIL ADDRESS	Tenders@fic.gov.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		CENTRAL SUPPLIER DATABASE No:	MAAA	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
<p>IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>DOES THE ENTITY HAVE A BRANCH IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.</p>					

PART B: TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED - (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD 7).**

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

.....

(Proof of authority must be submitted e.g. company resolution)

DATE:

.....

PART C: SPECIAL CONDITIONS OF CONTRACT

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

The General Conditions of Contract (GCC) will form part of this BID documents and may not be amended.

Special Conditions of Contract (SCC) relevant to this BID, compiled separately for this BID (if applicable) will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

Copies of the GCC are available from the website

<https://www.treasury.gov.za/divisions/ocpo/sc/generalconditions/general%20conditions%20of%20contract.pdf>

SPECIAL CONDITIONS THAT THE BIDDER NEEDS TO TAKE NOTE OF:

1 FRAUD AND CORRUPTION

- 1.1 All service providers are to take note of the implications of contravening the Prevention and Combating of Corrupt Activities Act, Act No 12 of 2004 and any other Act applicable.

2 NEGOTIATION

- 2.1 The Financial Intelligence Centre has the right to enter into negotiation with a prospective contractor regarding any terms and conditions, including price(s), of a proposed contract.
- 2.2 The Financial Intelligence Centre shall not be obliged to accept the lowest of any bid, offer or proposal in part or in whole.
- 2.3 All respondents will be informed whether they have been successful or not. A contract will only be deemed to be concluded when reduced to writing in a contract form signed by the designated responsible person of both parties. The designated responsible person of the Financial Intelligence Centre is the Supply Chain Manager or his/her written authorised delegate.

3 REASONS FOR REJECTION

- 3.1 The Financial Intelligence Centre shall reject a proposal for the award of a contract if the recommended bidder/tenderer has committed a proven corrupt or fraudulent act in competing for the particular contract.
- 3.2 The Financial Intelligence Centre may disregard the BID of any bidder/tenderer if that bidder/tenderer, or any of its directors:
- 3.2.1 Have abused the SCM system of the Financial Intelligence Centre.
 - 3.2.2 Have committed proven fraud or any other improper conduct in relation to such a contract.
 - 3.2.3 Have failed to perform on any previous contract and the proof exists.
- 3.3 Such actions shall be communicated to the National Treasury.

4 PAYMENTS

- The Financial Intelligence Centre (FIC) will pay the service provider the Fee as set out in the final contract. No additional amounts will be payable by the FIC to the Contractor.
- 4.1 The Contractor shall from time to time during the currency of the contract invoice The Financial Intelligence Centre for the services rendered. No payment will be made to the contractor unless an invoice complying with section 20 of the VAT Act No 89 of 1991 has been submitted to the FIC.
- 4.2 Payment shall be made into the bidder/tenderer's bank account normally 30 days after receipt of an acceptable, valid invoice. (Banking details must be submitted as soon as this BID is awarded).
- 4.3 The service provider shall be responsible for accounting to the appropriate authorities for its Income Tax, VAT or other amounts of money required to be paid in terms of applicable law.

5 PRESENTATION / DEMONSTRATION

- 5.1 The FIC reserves the right to request site visit/presentations/demonstrations from the short-listed bidder/tenderers if needed.

PART D: TERMS OF REFERENCE/MINIMUM SPECIFICATION FOR THE WORK

1 BACKGROUND TO THE FIC

- 1.1. The Financial Intelligence Centre (FIC) is South Africa's national centre for the receipt of financial data, analysis and dissemination of financial intelligence to the competent authorities.
- 1.2. The FIC was established by the Financial Intelligence Centre Act, 2001 (Act 38 of 2001) and has the mandate to identify the proceeds of crime, combat money laundering and terror financing. It does this by seeking to:
 - Supervise and enforce compliance with the FIC Act
 - Facilitate effective supervision and enforcement by supervisory bodies
 - Receive financial data from accountable and reporting institutions
 - Share information with law enforcement authorities, intelligence services, the South African Revenue Service, international counterparts and supervisory bodies
 - Formulate policy regarding money laundering and the financing of terrorism
 - Provide policy advice to the Minister of Finance, and
 - Uphold the international obligations and commitments required by the country in respect of anti-money laundering and combating financing of terrorism (AML/CFT).
- 1.3. The FIC Act introduces a regulatory framework of measures requiring certain categories of business to take steps regarding client identification, record-keeping, reporting of information and internal compliance structures. The Act obliges all businesses to report to the FIC various suspicious and certain other transactions. The FIC uses this financial data and available data to develop financial intelligence, which it is able to make available to the competent authorities and supervisory bodies for follow-up investigations or administrative action.
- 1.4. All accountable and reporting institutions are required to register with the FIC. The FIC and supervisory bodies have the authority to inspect and impose administrative penalties on non-compliant businesses. The Act also introduced an appeal process and an appeal board.
- 1.5. South Africa is a member of the Financial Action Task Force, the international body which sets standards and policy on anti-money laundering and for combating the financing of terrorism (AML/CFT). In addition, it is also a member of the Eastern and Southern Africa Anti-Money Laundering Group, a regional body of the FATF which aims to support countries in the region to implement the global AML/CFT standards.
- 1.6. The FIC is a member of the Egmont Group, which is made up of financial intelligence units from 166 countries. The primary aim of the organisation is to facilitate co-operation and sharing of financial intelligence information among its members.

2 BACKGROUND TO THE REQUIREMENT

2.1 The FIC has identified a business need to conduct performance testing on a variety of cloud hosted solutions to determine how well they are functioning. The next sections will describe the solutions where the testing is required:

2.2 Compliance Monitoring and Assessment System (CMAS)

As part of the strategic objectives of the FIC, the Compliance and Prevention division (C&P) has been mandated to monitor the FIC's registration database and ensure that the registration database information is kept up to date. C&P therefore will be responsible to authenticate, validate and verify all registrations against third party databases, datasets, and systems.

C&P will furthermore be responsible for assessing the regulatory reports submitted by accountable and reporting institutions, and other business, to ensure the information contained therein is correct, valid, and compliant with the requirements of the FIC Act, Money Laundering and Terrorist Financing Control Regulations (the Regulations) and business rules that have been defined. Part of the compliance monitoring and prevention function is to enable the FIC to aid and support Supervisory Bodies (SBs) and other stakeholders.

The C&P strategic and operational objectives have necessitated the need to procure a Compliance Monitoring and Assessment System (CMAS) that is based on the Microsoft business intelligence reporting/dashboard capability to ensure compliance specific monitoring and assessment information is provided in an efficient and effective format to facilitate the delivery of objectives.

The primary drivers for acquiring the capability that will allow the FIC to monitor and assess the registration and reporting of impacted entities is based on the following:

- Compliance with registration and regulatory reporting requirements.
- Compliance with registration and regulatory reporting requirements.
- Compliance with sanction and watch lists screening and monitoring requirements.
- Creation of general or sector specific compliance risk returns; and
- Tracking of the compliance performance information as per the FIC's strategic and operational scorecards.

2.3 Intelligence Analytics Project Common Data Platform (CDP)

The Intelligence Analytics Project - Common Data Platform solution is meant to realise the strategic objectives of the FIC, through its strategic line of business (LOB) which are mandated to utilise data sources from different sources to performs analysis and reporting.

The data received must be processed and stored according to the data architecture and approved principles of data management and ensuring the information contained therein is correct, valid, and compliant with the requirements of the FIC Act, Money Laundering and Terrorist Financing Control Regulations (the Regulations) and business rules that have been defined.

The intended platform, of which this is the first component, will enable FIC to source and process data with the intention to generate outputs and products to be disseminated to relevant stakeholders as mandated by the FIC Act No 38 of 2001.

2.4 Intelligence Analytics Business Intelligence Reporting solution (BI)

This Intelligence Analytics BI Reporting solution is meant to realise the strategic objectives of the FIC, through its strategic line of business (LOB) which are mandated to utilise data sources from different sources to performs analysis and reporting.

The data received must be processed and stored according to the data architecture and approved principles of data management and ensuring the information contained therein is correct, valid, and compliant with the requirements of the FIC Act, Money Laundering and Terrorist Financing Control Regulations (the Regulations) and business rules that have been defined.

The Intelligence Analytics BI Reporting will enable FIC to organise data in a data warehouse and to automate reports. The overall platform will provide the ability to ingest, process and store data for analytics purposes through the enhancement of the current data warehouse.

3 OBJECTIVES AND OUTCOMES OF THE SERVICES TO BE PROVIDED

3.1 Objectives:

In general, the purpose of the assignment is to:

- a) Identify the performance baseline of the CMAS, CDP and BI solutions, thus providing tangible evaluation criteria against which to make judicious decisions regarding the deployment of application changes into the production environment.
- b) Provide, install, and configure a performance testing tool that will be used for the duration of the project. Setup the performance related test scripts into the systems in conjunction with the FIC project team.
- c) The respondent to the RFQ will own the Performance Testing tool.
- d) Identify application bottlenecks and outline the interpretation of the performance results which can then be used as recommendations towards the improvement of the current application performance.

3.2 Outcomes

The outcome of this assignment should be:

- a) A report that documents the approach to be taken in determining the baseline performance of the applications.
- b) A report or set of reports that documents the test steps to be executed to determine the performance of the applications.
- c) The set of re-usable test scripts that are used to determine the performance of the application.
- d) A report detailing the outcome of the analysis with respect to the scalability, behaviour, and performance of the application (supported by the detailed results of the tests). The analysis is to be supported by the appropriate and relevant graphs and should identify the performance bottlenecks and peaks within the application environment.
- e) A report that recommends improvements for the application.

4 ASSUMPTIONS

- 4.1** The service provider will have required access to the personnel of the FIC when required.
- 4.2** The service provider will provide the performance testing software as well as an indicative hardware resource requirement.
- 4.3** The service provider will provide its own project management of its team, to ensure delivery of the required output on time and within budget.

5 SOLUTION COMPONENTS

This section describes the solution components for the CMAS, CDP and BI solution:

5.1 Compliance Monitoring and Assessment System (CMAS) Components:

- 5.1.1.** SQL databases (STG, ODS, DWH) and the ETL processes to move data from source to their respective targets, and the Tabular model(s).
- 5.1.2.** Reports Component: Power BI and, SSRS.
- 5.1.3.** Portal and application estate: SharePoint and workflow applications/processes.

5.2 Common Data Platform (CDP) Components:

Data sources input points that stores data in the operational databases. The following points are used:

- 5.2.1.** Capture List Components

5.2.2. SharePoint Capture Lists – This component consists of three lists where data is captured and integrated into the CDP via staging tables. User access will be managed on a per list basis. Power Apps Customs Forms – users will use these forms to capture data that will be store on the SharePoint Capture Lists.

5.2.3. SharePoint Staging Tables - These staging tables will only store user captured data and not referenced data.

5.2.4. Data flow components:

a) Data flow engines that transfer data from the source to the targeted storage areas:

b) Data Ingestion:

- Data Transformation
- Data Quality
- Data Integrity
- Text Extraction
- Metadata Mapping
- Master Data and Relationship Engine

5.3 Intelligence Analytics Business Intelligence Reporting solution (IABI) components:

5.3.1. Data Warehouse

a) BI Reporting Data Estate - The CDP will access the existing CMAS Data via a linked service/external tables. This will be used in conjunction with other curated LoB data sources to form the dimensions and facts required in the FIC Data Marts. These Data marts will be used in the tabular models to deliver the BI Reports. The DETSEL SSRS reporting tool will query the data marts directly.

b) Bus Matrix – consist of the following elements:

- DWH Dims
- DWH Facts
- Measures
- Dimension Models

c) Fusion Center Bus Matrix – consist of the following elements:

- Fusion Center DWH Dims
- Fusion Center DWH Facts
- Fusion Center Measures
- Fusion Center Dimensional Models

- d) Tabular Models - are databases that run in-memory or in DirectQuery mode, connecting to data from back-end relational data sources. By using compression algorithms and multi-threaded query processing, the Analysis Services VertiPaq analytics engine delivers fast access to tabular model objects and data by reporting client applications like Power BI, Excel, and Paginated Reports.

5.3.2. Reporting

The reporting platform which will be used by the FIC going forward, will be Power BI. Power BI will facilitate the use of both dashboards and detailed report.

5.4 Azure Infrastructure and infrastructure deployment

The CMAS, CDP and BI Reporting solutions utilised Azure infrastructure to host the solutions.

6 LOGISTICS AND SCHEDULE OF THE ASSIGNMENT

6.1 Location where the Services are required:

The services will be required at the Centurion office but with the ability to work offsite if required.

6.2 Time Frame:

The timeframe for the engagement of the service provider is envisaged to be for a period of three (3) months (inclusive of pre-analysis, test script development, test execution and post execution analysis).

6.3 Logistic Support:

Access to the system will be provided to the service provider from the terminals of users at the FIC's offices. The resources of the service provider will be expected to utilise their own laptops and software.

7 SCOPE OF WORK

7.1 Scope:

The FIC requires a service provider to provide performance testing services on the aforementioned solutions (CMAS, CDP and BI) components.

At minimum the following performance testing scope is required by the FIC:

- a) Load testing.
- b) Stress testing.
- c) Spike testing.
- d) Isolation testing (where applicable).
- e) Stability or Soak testing; and

- f) Throughput testing.
 - g) Response time, integrity, endurance,
 - h) Robustness, reliability, and application size
- 7.2** The service provider is required to provide testing metrics accompanying each test performed. It is expected that the solutions should cater for 50 concurrent users.
- 7.3** The Testing tool must be able to work with HP Quality Centre (QC).
- 7.4** The Performance testing tool must be able to support 50 concurrent users.
- 7.5** The Performance testing tool must be able to support generation and exports of reports including charting.

8 PROJECT REQUIREMENTS AND CONTROL

- 8.1** Project Plan – The Successful Supplier shall prepare a detailed project plan that will identify the major tasks and responsible parties associated with the successful installation and implementation required for this project.
- 8.2** Project Manager – The Successful bidder shall provide a designated project manager who will be responsible for the overall coordination of the bidder's resources necessary to fulfil its responsibilities for this project. The Successful bidder's Project Manager will work closely with the FIC's designated project manager to set specific action dates and responsible resources for both parties and communicate detailed information as needed to the FIC Management.
- 8.3** The Successful Supplier shall provide the level of staff necessary to successfully implement the Performance Testing requirements as stated above.
- 8.4** The bidders must price for the cost of professional services per the below pricing schedule.
- 8.5** Performance Targets shall be provided to the Successful bidder.
- 8.6** The following are required from the bidder's:
- 8.6.1 Work plan development.
 - 8.6.2 Milestones and Deliverables.
 - 8.6.3 Test data strategy.
 - 8.6.4 Performance Testing solution costing.
 - 8.6.5 Licensing and Installation.
 - 8.6.6 Test cases or scripts development.

- 8.6.7 Performance Testing execution.
- 8.6.8 Periodic reporting.
- 8.6.9 Test Results Report.
- 8.6.10 Implement performance improvement recommendations.

8.7 Please note that the scope of work must be completed within **three (3) months**.

8.8 Access to the system will be provided to the successful service provider from the users terminals at the FIC's offices.

8.9 The FIC shall provide the following:

- a) Defect management solution, i.e., HP Quality Centre and shall be used for Defect Management and Controls.
- b) The test environment; and
- c) The data volumes.

9 OUTCOMES

9.1 The Successful Supplier shall provide the following :-

- 9.1.1 Installed Configured Performance Testing tool.
- 9.1.2 The Performance Testing approach document.
- 9.1.3 The Performance Testing tool deployment guide.
- 9.1.4 Developed and re-usable Performance Testing scripts or code, including its documentation.
- 9.1.5 Detail Performance Testing report covering the scope of work, including test result recommendations for FIC.

10 GENERAL REQUIREMENTS – SECURITY

10.1 The FIC requires any data transmitted through the solution to be secure.

11 TECHNICAL QUESTIONS

Any technical questions regarding the above requirement can be forwarded to Tenders@fic.gov.za.

PART E: EVALUATION PROCESS

16 EVALUATION PROCESS

Compliance with minimum requirements and response requirements

16.1 All bids duly lodged will be examined to determine compliance with Bid requirements and conditions. Bids with obvious deviations from the requirements/ conditions will be eliminated from further evaluation.

16.2 Pre-selection:

- Supply Chain Management business unit will do **pre-selection** on the following requirements:

NO.	DESCRIPTION	REQUIREMENTS: <i>MANDATORY OR NON- MANDATORY</i>	COMMENTS
1	Central Supplier Database (CSD) Report	MANDATORY	Bidders must be registered on the Central Supplier Database (CSD) on the National Treasury Website – www.csd.gov.za prior to submitting a bid. CSD report to be submitted with bid.
2	Valid B-BBEE Certificate OR Sworn Affidavit	NON-MANDATORY	Failure of a bidder to provide a valid B-BBEE certificate/sworn affidavit will forfeit preference points.
3	Completed and duly Signed Declaration of Interest Form- SBD 4	MANDATORY	Non-submission as well as incomplete SBD 4 form will result in disqualification.
4	Completed and duly Signed Preference Claim Form- SBD 6.1	NON-MANDATORY	Failure of a bidder to provide a completed and duly signed SBD 6.1 form will forfeit preference points.
5	Compliance Matrix	MANDATORY	Completed compliance matrix in accordance with provided format in Annexure A.
6	Special Conditions	MANDATORY	Completed special conditions matrix in accordance with provided format in Annexure B and must be fully compliant with the conditions.

Note:

- a) A bidder/tenderer who fails to comply with **mandatory** requirements No **1, 3, 5 and 6** will be disqualified from the evaluation process.

17 FUNCTIONALITY AND PREFERENCE POINTS SYSTEM (PRICE AND SPECIFIC GOALS)

17.1 All remaining bids which have complied with the pre-selection criteria will be evaluated as follows:

- 17.1.1 Functionality will be done in terms of the evaluation criteria as set out below, whereby respondents who do not achieve the minimum score will be eliminated.
- 17.1.2 The minimum threshold to qualify for the next phase is 75%. Bidders who fail to meet the minimum threshold will be disqualified and will not be evaluated further for price and B-BBEE status level of contribution.
- 17.1.3 The table below explains the rating guideline for the evaluation of functionality criteria.

No.	Criteria	Weight
1.	Company Experience: Number of years' experience company has been providing software performance testing services. This should be clearly demonstrated on the company profile.	10
2.	Reference Letters (Track record) Prospective bidders are required to submit Relevant Reference Letters from existing and or past clients in providing software performance testing services in the last five years. The reference letters from the clients must include: <ul style="list-style-type: none"> • Company name • Company letterhead • Description of services • Contact person • Contactable telephone numbers and email address • Start date and end date • Signed by duly authorised person 	20
3.	Project / Resource Experience: Project Team experience on the Performance Testing application, including: <ul style="list-style-type: none"> a. Project Manager (10- points) b. Performance testers (10- points) 	20
4.	Project Plan and Proposal: Proposal to meet all the functional requirements, project management, approach and plan, as per Annexure A – Compliance Matrix.	40
5.	Number of performance resources available in a pool. Bidders are to indicate the number of resources (performance testers) available for this assignment	10
	Total	100

17.1.4 Table below explains the rating guideline for the evaluation:

No	Criteria	Points = 0	Points = 1	Points = 2	Points = 3	Points = 4	Points = 5
1	Company Experience: Number of years' experience company has been providing software performance testing services. This should be clearly demonstrated on the company profile. WEIGHT = 10%	Did not provide the required information on the company profile or less than 1 year experience in providing software performance testing services	1 to 2 years company experience in providing software performance testing services.	3 to 4 years company experience in providing software performance testing services.	5 to 6 years company experience in providing software performance testing services.	7 to 9 years company experience in providing software performance testing services.	10 or more years company experience in providing software performance testing services.
2	Reference Letters: The reference letters from the clients must include: <ul style="list-style-type: none"> • Company name • Company letterhead • Description of services • Contact person • Contactable telephone numbers and email address • Start date and end date • Signed by duly authorised person WEIGHT = 20%	Did not provide any reference letters or submitted reference letter/s that is not relevant to the scope of the assignment or does not provide the required information	Only 1 positive reference letters relevant to software performance testing services provided.	2 positive reference letters relevant to software performance testing services provided.	3 positive reference letters relevant to software performance testing services provided.	4 positive reference letters relevant to software performance testing services provided.	5 or more positive reference letters relevant to software performance testing services provided.
3a.	Project Manager: Proof Required: Summary of CVs of the resources detailing work experience, references and years of experience. The CV must also detail the number of performance testing projects handled. The list must contain the following:	No information provided. OR Completed less than five (5) performance testing projects	N/A	N/A	Completed five (5) performance testing projects	Completed six (6) performance testing projects	Completed seven (7) or more performance testing projects

No	Criteria	Points = 0	Points = 1	Points = 2	Points = 3	Points = 4	Points = 5
	<ul style="list-style-type: none"> The name of the resource; List & Type of service/s provided; Number of completed performance testing projects The duration of the contract; <p>WEIGHT = 10%</p>						
3b	<p>Lead Performance tester:</p> <p>Proof Required: Summary of CVs of the resources detailing work experience, references and years of experience. The CV must also detail the number of performance testing projects handled.</p> <p>The CV must include a list that contains the following:</p> <ul style="list-style-type: none"> The name of the resource; List & Type of service/s provided; Number of completed performance testing projects The duration of the project/contract. <p>WEIGHT = 10%</p>	<p>No information provided.</p> <p>OR</p> <p>Completed less than five (5) performance testing projects</p>	N/A	N/A	Completed five (5) performance testing projects	Completed six (6) performance testing projects	Completed seven (7) or more performance testing projects

No	Criteria	Points = 0	Points = 1	Points = 2	Points = 3	Points = 4	Points = 5
4	<p>Project Plan and Proposals:</p> <p>Submit a three (3) month clear observable project plan. Attention will be on the following:</p> <ul style="list-style-type: none"> Full information on the services that will be provided in line with the scope of work. i.e. <p>- Milestones, timelines, test plan and resources</p> <p>NB: Failure to address any of the above key performance areas will result in zero score in that section.</p> <p>WEIGHT = 40%</p>	No full compliance of requirements as per Annexure A and no project management plan provided or high project plan without timelines or milestone.	N/A	N/A	Full compliance of requirements as per Annexure A with only a High-level Project management plan provided with timelines.	Full compliance of requirements as per Annexure A with only a detailed Project management plan provided (timelines and resources allocation)	Full compliance of requirements as per Annexure A with a detailed Project management plan provided (timelines, resources allocated, dependency definitions and milestones definition)
5	<p>Resources available in a pool:</p> <p>Bidders are to indicate the number of resources (performance testers) available for this assignment.</p> <p>WEIGHT = 10%</p>	Did not provide the required information or no submission	Less than two (2) resources in pool (Performance testers)	Two (2) resources in pool. (Performance testers)	Three (3) resources in pool. (Performance testers)	Four (4) resources in a pool. (Performance testers)	Five (5) or more resources in a pool (Performance testers)

- 17.1.5 Where the rating guideline above does not provide for the information provided by the bidder, the evaluator reserves the right to allocate closest or any score as he/she sees fit.
- 17.1.6 The evaluation criteria and weights for functionality as indicated in the table above will apply.
- 17.1.7 Only qualifying quotations will be evaluated further in terms of the **80/20** preference points system, whereby 80 points will be for price only and 20 points for preference points based on specific goals as set out in the preference point claim form.
- The percentage scored for price shall be calculated as follows:
 - A maximum of 80 points is allocated for price on the following basis:

80/20

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for price of quotation under consideration

P_t = Rand value of quotation under consideration

P_{\min} = Rand value of lowest acceptable quotation

- 17.1.8 **Awarding of points for broad-based black economic empowerment (B-BBEE) status level of contribution.**
- Preference points for B-BBEE status level of contribution will be awarded according to the table indicated in the preference points claim form.

18 ADJUDICATION

- 18.1 The relevant award structure will consider the recommendations and make the final award. The successful respondent will usually be the service provider scoring the highest number of points or it may be a lower scoring provider on justifiable grounds or no award at all.

19 VALIDITY PERIOD

- 19.1 Validity period from date of closure is 90 days.
- 19.2 Tenderers must hold their tenders valid for acceptance by the FIC at any time within the requested validity period after the closing date of the tender.

- 19.3 Tenderers may be requested to extend their validity period for a specified additional period. In such instances, tenderers will not be allowed to change any aspect of their tender, unless they are able to demonstrate that the proposed change(s) is as a direct and unavoidable consequence of FIC's extension of the validity period.

PART F: PRICING SCHEDULE

20 FINANCIAL PROPOSAL/PRICING SCHEDULE

- 20.1 The financial proposal should include 15% VAT (If applicable) and any other costs involved
- 20.2 Bidders should indicate the price per milestone/deliverable to be executed.
- 20.3 Bidders are also required to complete the below pricing schedule in the with the scope of work.

No.	Task / Activity / Deliverable	Unit of Measure	QTY	PRICE (EXCL. VAT)
01	A report that documents the approach to be taken in determining the baseline performance of the applications.	Each		
02	A report or set of reports that documents the test steps to be executed to determine the performance of the applications.	Each		
03	The set of re-usable test scripts that are used to determine the performance of the application.	Each		
04	Performance testing execution.			
05	A report detailing the outcome of the analysis with respect to the scalability, behaviour, and performance of the application (supported by the detailed results of the tests). The analysis is to be supported by the appropriate and relevant graphs and should identify the performance bottlenecks and peaks within the application environment.	Each		
06	A report that recommends improvements for the applications	Each		
07	Disbursement and other costs (If applicable)	Each		
SUB-TOTAL				
VAT				
TOTAL				

PART G – ANNEXURES

ANNEXURE A: COMPLIANCE MATRIX

Para	Performance Testing TOR Requirements	Compliance Statement (Full/Partial/ None)	Description of compliance statement (refer to proposal description as applicable)
7	SCOPE OF WORK	Heading	Heading
7.1	Scope:	Heading	Heading
	The FIC requires a service provider to provide performance testing services on the afore-mentioned solutions (CMAS, CDP and BI) components.		
	At minimum the following performance testing scope is required by the FIC:		
a)	Load testing.		
b)	Stress testing.		
c)	Spike testing.		
d)	Isolation testing (where applicable).		
e)	Stability or Soak testing; and		
f)	Throughput testing.		
g)	Response time, integrity, endurance,		
h)	Robustness, reliability, and application size		
7.2	The service provider is required to provide testing metrics accompanying each test performed. It is expected that the solutions should cater for 50 concurrent users.		
7.3	The Testing tool must be able to work with HP Quality Centre (QC).		
7.4	The Performance testing tool must be able to support 50 concurrent users.		
7.5	The Performance testing tool must be able to support generation and exports of reports including charting.		
8	PROJECT REQUIREMENTS AND CONTROL	Heading	Heading
8.1	Project Plan – The Successful Supplier shall prepare a detailed project plan that will identify the major tasks and responsible parties associated with the successful installation and implementation required for this project.		
8.2	Project Manager – The Successful bidder shall provide a designated		

Para	Performance Testing TOR Requirements	Compliance Statement (Full/Partial/ None)	Description of compliance statement (refer to proposal description as applicable)
	project manager who will be responsible for the overall coordination of the bidder's resources necessary to fulfil its responsibilities for this project. The Successful bidder's Project Manager will work closely with the FIC's designated project manager to set specific action dates and responsible resources for both parties and communicate detailed information as needed to the FIC Management.		
8.3	The Successful Supplier shall provide the level of staff necessary to successfully implement the Performance Testing requirements as stated above.		
8.4	The bidders must price for the cost of professional services per the below pricing schedule.		
8.5	Performance Targets shall be provided to the Successful bidder.		
8.6	The following are required from the bidder's:		
8.6.1	Work plan development.		
8.6.2	Milestones and Deliverables.		
8.6.3	Test data strategy.		
8.6.4	Performance Testing solution costing.		
8.6.5	Licensing and Installation.		
8.6.6	Test cases or scripts development.		
8.6.7	Performance Testing execution.		
8.6.8	Periodic reporting.		
8.6.9	Test Results Report.		
8.6.10	Implement performance improvement recommendations.		
8.7	Please note that the scope of work must be completed within three (3) months .		
8.8	Access to the system will be provided to the successful service provider from the users terminals at the FIC's offices.		
8.9	Performance Targets shall be provided to the Successful bidder.		
9	OUTCOMES	Heading	Heading

Para	Performance Testing TOR Requirements	Compliance Statement (Full/Partial/ None)	Description of compliance statement (refer to proposal description as applicable)
9.1	The Successful Supplier shall provide the following:-		
9.1.1	Installed Configured Performance Testing tool.		
9.1.2	The Performance Testing approach document.		
9.1.3	The Performance Testing tool deployment guide.		
9.1.4	Developed and re-usable Performance Testing scripts or code, including its documentation.		
9.1.5	Detail Performance Testing report covering the scope of work, including test result recommendations for FIC.		
10	GENERAL REQUIREMENTS – SECURITY	Heading	Heading
10.1	The FIC requires any data transmitted through the solution to be secure		

ANNEXURE B - SPECIAL CONDITIONS

SPECIAL CONDITION	COMPLY / NOT COMPLY	COMMENTS
The bidder will be subject to security requirements including:		
a) The bidder assigned/ awarded the contract must be South African citizens.		
b) The bidder assigned /awarded the contract will be required to take an oath of secrecy and sign non-disclosure agreements.		
c) The bidder assigned / awarded the contract will be required to consent to and undergo a security and background check by the FIC.		
d) Where an employee is assigned to the project as a consultant by a company awarded the contract, the consultant must be a permanent employee of the contracting house.		

21.PART H: STANDARD BIDDING DOCUMENTS (OVERLEAF)

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

I, _____ the _____ undersigned,
 (name)..... in
 submitting the accompanying bid, do hereby make the following
 statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature	Date
.....
Position	Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

- 1.1 The following preference point system is applicable to invitations to this tender:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included);

1.2 **To be completed by the organ of state**

- a) The applicable preference point system for this tender is the **80/20** preference point system.

- 1.3 Points for this shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

- 1.4 The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

- 1.6 The FIC requires of a tenderer to substantiate any claim in regards to preferences, by submitting their current/valid B-BBEE certificate or a sworn affidavit as prescribed by the B-BBEE codes of good practice.

2. DEFINITIONS

- (a) “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) “**Rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) “**The Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80/20 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations 2022, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below that shall be supported by proof / documentation as stated in the conditions of this tender:

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
The B-BBEE Certificate is used as a measurement instrument for FIC's specific goals:	20 Maximum	
B-BBEE Status level of contributor: 1	20	
B-BBEE Status level of contributor: 2	18	
B-BBEE Status level of contributor: 3	14	
B-BBEE Status level of contributor: 4	7	
B-BBEE Status level of contributor: 5	4	
B-BBEE Status level of contributor: 6	2	
B-BBEE Status level 7 – 8 and non-compliant contributors	0	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.2. Name of company/firm.....

4.3. Company registration number:

4.4. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.5. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:

