

TERMS OF REFERENCES FOR THE APPOINTMENT OF A PROFESSIONAL SERVICES PROVIDER TO DEVELOP, REVIEW THE RTIA CURRENT POLICIES AND STANDARD OPERATING PROCEDURES

1. PURPOSE

The Road Traffic Infringement Agency (RTIA) would like to request for quotation/proposals from competent service providers to develop new policies, review existing policies, and develop the related standard operating procedures and business process flows.

2. BACKGROUND

Policies and procedures are an essential part of any organization and provide a roadmap for day-to-day operations. They are also key in the creation of a reliable control environment. It is an absolute requirement for the policies and the related procedures to always align with applicable laws and regulations for ease of compliance management and decision-making processes.

The Agency has since its establishment, developed policies and procedures in relation to its business processes. It now seeks to review such policies and standard operating procedures (SOPs), to ensure that they are aligned to the applicable laws and regulations. Further to this, the Agency also wants to develop the related business process flows in relation to such policies and which will be utilised in the automation of the Agency's business environment.

3. SCOPE OF WORK

3.1 The scope of work entails providing in the main, development, reviewing of current policies and standard operating procedures/business processes. Estimated at **120** documents for review and new developments.

This also includes the specifications as follows:

No.	SCOPE OF WORK	SPECIFICATIONS	SKILLS REQUIRED	Quantity
1.	Development of Policies and Standard Operating	<ul style="list-style-type: none"> Assess business requirements of each business unit. 	<ul style="list-style-type: none"> Experience in development of policies and standard operating 	Estimated at 43

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	Procedures (SOP)	<ul style="list-style-type: none"> Identify gaps in the business processes and the policy environment. Develop the required policies and the related standard operating procedure/business processes pursuant to the identification of gaps in the operating environment. 	<p>procedures/business processes.</p> <ul style="list-style-type: none"> Experience in compliance management Knowledge of legislation (PFMA and AARTO Act) and understanding of public entity. 	
2.	Review of Policies	<ul style="list-style-type: none"> Assessment of current policies. Review of all current policies after assessment. Identify any misalignment to any legislation such as PFMA, AARTO or any related legislation to the business unit. To assess the alignment of such policies and related business processes to 4IR. 	<ul style="list-style-type: none"> Experience in development of policies and standard operating procedures/business processes. Knowledge of legislation (PFMA and AARTO Act, or any related business legislation) and understanding of public entity. 	Estimated at 49
3.	Review of Standard Operating Procedures	<ul style="list-style-type: none"> Review of all current policies. Identify any misalignment to legislation. To be considerate of the 4IR. 	<ul style="list-style-type: none"> Experience in development of policies and standard operating procedures/business processes. Experience in business process re-engineering Knowledge of legislation (PFMA and AARTO Act) and 	Estimated at 18

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			understanding of public entity.	
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4. PROJECT DELIVERABLES

No.	Deliverables	Timeframe	Quantity
1.	Review of Policies	15 Sept. – 15 Oct. 2022	50
2.	Review of Standard Operating Procedures/Business Processes	15 Sept. – 15 Oct. 2022	18
3.	Development of new policies and Standard Operating Procedures	15 Sept. – 15 Oct. 2022	Estimated at 50

5. MANDATORY REQUIREMENTS

Bidders must comply with the requirements and submit all required document(s) indicated hereunder with the bid documents at the closing date and time of the bid. This phase is not scored, and bidders who fail to comply with the mandatory criteria will be disqualified.

5.1 Bidders must be registered on the **Central Supplier Database**, and the Road Traffic Infringement Agency shall verify the bidder's tax compliance status through the Central Supplier Database. Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database. Their tax compliance status will be verified through the Central Supplier Database. Therefore, it is a condition of this bid that the tax matters of the bidder be in order at any point in time from the closing date of the bid. This bid will only be awarded to a bidder(s) whose tax status on Central Supplier Database is compliant. Compliance should remain valid for the duration of the Contract.

5.2 A compulsory questionnaire to be completed by each service provider indicating the area of speciality/competence as outlined in the scope of work above.

6. EVALUATION CRITERIA

6.1 Only bidders who have complied with mandatory requirements will be evaluated for functionality. Bidders must submit supporting documentation for all functional requirements as indicated hereunder as part of their bid documents. The Bid Evaluation Committee (BEC), responsible for scoring the respective bids, will evaluate and score all bids based on their submissions and the information provided.

6.2 The value score for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These marks will be added and expressed as a fraction of the best possible score for all criteria.

6.3 Functionality will be evaluated based on the supporting documentation supplied by the bidders in accordance with the below functionality criteria and values.

6.4 The functionality evaluation will be evaluated individually by Members of the Bid Evaluation Committee in accordance with the below functionality criteria and values.

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6.5 Service Providers will be evaluated on delivery expertise, experience of company and personnel, references, skills transfer, approach and methodology, and BBEE and Price as well as equity ownership in accordance with the RTIA's supply chain management policies which are in line with the Preferential Procurement Policy Framework Act 5 of 2000 (80/20) PPPFA scoring principles); and

6.6 The contract will be awarded to the service provider obtaining the highest number of points as per the 80/20 preference points system. As described in the table below:

Description of functions criteria	Points
Delivery Expertise and Relevant Experience	10 points
Experience, Qualifications and Skills of Resources of Project Staff (Attach CVs and certified copies of qualifications of at least three (3) staff members)	15 points
Have at least five (5) contactable references where similar services were previously provided detailing the nature of the contract and provide contact details.	30 points
Methodology and Approach	30 points
Transfer of Skills	15 points
TOTAL	100 points
Minimum required score	70 points

NB: The below criteria will be used to evaluate per work stream.

APPLICABLE VALUES FOR SCORING: 1 = Poor; 2 = Average; 3 = Good; 4 = Very Good and 5 = Excellent

Evaluation Criteria	Guidelines for Criteria Application	Weight
<p>Demonstrate working knowledge and experience of the following:</p> <ul style="list-style-type: none"> Review Policies and Standard Operating Procedures/Business Processes. Development of Policies. 	<p>10 – 15 years of Company experience.</p> <ul style="list-style-type: none"> 14 – 15 years of experience = 5 13 – 14 years of experience = 4 12 – 13 years' experience = 3 11 – 12 years' experience = 2 10 – 11 years' experience = 1 	<p>10</p>

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Experience, Qualifications and Skills of Resources of Project Staff	<p>10 to 15 years of experience for key project staff members. (Attach CVs and certified copies of qualifications of at least three (3) staff members).</p> <ul style="list-style-type: none"> • 14 – 15 years of experience = 5 • 13 – 14 years of experience = 4 • 12 – 13 years' experience = 3 • 11 – 12 years' experience = 2 • 10 – 11 years' experience = 1 	<p align="center">15</p>
Have at least five (5) contactable references where similar services where previously provided detailing the nature of the contract and provide contact details:	<p>Five (5) reference letters from different organisations as evidence of similar work conducted previously. The letter should indicate the quality of service rendered.</p> <ul style="list-style-type: none"> • 5 letters attached = 5 • 4 letters attached = 4 • 3 letters attached = 3 • 2 letters attached = 2 • 1 letters attached = 1 	<p align="center">30</p>
Methodology and Approach	<ul style="list-style-type: none"> • Bidders should provide a comprehensive project execution plan covering the entire scope of work, with clear deliverables and timeframes for each task to be completed. • The approach should be well articulated. • Attach project execution plan of each deliverables. 	<p align="center">30</p>
Transfer of Skills	<p>Training, skills development plan and transfer of skills</p> <ul style="list-style-type: none"> • The skills transfer plan to internal project team • Bidders should provide a comprehensive entrenchment / institutionalisation plan of the project deliverables. 	<p align="center">15</p>

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TOTAL POINTS ON FUNCTIONALITY MUST ADD TO 100	100
MINIMUM REQUIRED SCORE	70

INSTRUCTION AND EVALUATION CRITERIA:

- (1) The bidder **must complete in full all of the TECHNICAL FUNCTIONALITY requirements**.
 - (2) The bidder **must provide a unique reference number** (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, RTIA reserves the right to treat substantiation evidence that cannot be located in the bid response as "NOT COMPLY".
 - (3) **Evaluation per requirement.** The evaluation (scoring) of bidders' responses to the requirements will be determined by the completeness, relevance and accuracy of substantiating evidence.
 - (4) **Minimum threshold.** To be eligible to proceed to the next stage of the evaluation the bid must achieve a minimum threshold score of **70%**.
- **Pricing and B-BBEE: Preferential Procurement Policy Framework Act 5 of 2000 (80/20) PPPFA scoring principles); and** in terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

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(5) RTIA reserves the right to verify information / evidence provided by the Bidder.

Scoring Criterion

Company Experience

- 10 - 15 years of experience of the company in the development and documenting the big data strategy.
- Attach at least five (5) relevant reference letters under the client-company letterhead, with contactable details that confirms that the company is successfully managing or has previously managed projects of a similar nature.
- The reference letters must state the duration of the project and if the project was successfully completed.
- A signed referenced letter of confirmation from each organisation where these services have been rendered, for a period not longer than 10 years ago.
- Bidders must indicate their years of experience in developing and documenting the big data strategy.

Human Resources Experience:

- The bidder must ensure that, for the duration of the contract, adequate, certified and qualified resources are deployed to deliver the required functions within the stipulated service level standards, taking into consideration the expected business outcomes, the functional requirements, and industry best practice.
- Attach three (3) personnel CVs with skill(s) / experience and certified qualifications in big data science.
- 10 - 15 years of combined experience in data science.

Methodology and approach

- Bidders should provide a comprehensive project execution plan covering the entire scope of work, with clear deliverables and timeframes for each task to be completed.
- The approach and methodology should be well articulated.
- Attach project execution plan of each deliverables.

Flexibility in customer service.

- In terms of turnaround times regarding solving problems that may arise during the execution of the Contract, i.e. contingency plan.
- Attach the turnaround times for solving problems.

Training, skills development plan and transfer of skills

- The bidder must transfer skills to the internal project team.
- Bidders should provide a comprehensive training plan, with clear deliverables and timeframes for each task to be completed.
- The transfer of skills will be executed throughout the contract period and not only at the onset or end of the contract period.

7. SECURITY AND CONFIDENTIALITY OF INFORMATION

No material or information derived from the provision of the services under the Contract may be used for any purposes other than RTIA, except where authorised in writing to do so. All information will be held strictly confidential. The successful Service Provider may be required to sign a Confidentiality Agreement with RTIA.

8. TERMS AND CONDITIONS

8.1 The RTIA reserves the right to amend, modify or withdraw this Terms of Reference (ToR) document or amend, modify or terminate any of the procedures or requirements set out herein at any time and from time to time, without prior notice except where required by law, and without liability to compensate or reimburse any Service Provider.

8.2 The costs of preparing proposals and negotiating the Contract will not be reimbursed.

8.3 Bid submission requirements must be completed in sections and appendices provided in the bid document.

8.4 ALL BIDDERS MUST BE REGISTERED ON THE CENTRAL SUPPLIER DATABASE AT THE NATIONAL TREASURY. More information in this regard is available on www.ocpo.treasury.gov.za. Proof of registration must be submitted together with the technical proposal.

8.5 Bidders may provide additional information deemed important for the RTIA to consider.

8.6 Prospective Bidders must at all times comply with the RTIA's Supply Chain rules and processes with regard to all projects and payments.

9. PAYMENT

9.1 Invoice. At the end of each, the Contractor's Project Manager shall submit a consolidated invoice, certified as correct by the Contractor's Project Manager, showing the actual work performed, hours worked, and man-power inputs for the task and associated costs accompanied by all supporting documents.

9.2 Detailed Pricing. Service Providers must complete the required SBD Pricing documents and ensure that Prices are:

9.2.1 Firm and inclusive of all costs, including disbursements;

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- 9.2.2** Inclusive of VAT, if applicable;
- 9.2.3** Correctly calculated and identical to the financial proposal;
- 9.2.4** Pricing should be detailed, with the proper cost breakdown, in line with milestones.

9.3 Fees. Domestic hotel accommodation may not exceed R 1440, including VAT per night per person (incl. dinner, breakfast and parking), air travel must be restricted to economy class, and travel claims per kilometre may not exceed the rates approved by the Automobile Association of South Africa.

9.4 Rates. According to the 23 October 2013 Cabinet Resolution as defined in the National Treasury Instruction 01 of 2013/14: Cost Containment Measures sub-paragraph 4.2; the Consultants (or Service Provider) will only be remunerated on the following rates regime:

- 9.4.1** The 'Guidelines for fees' issued by South African Institute of Chartered Accountants (SAICA);
- 9.4.2** The "Guide on Hourly Fee Rates for Consultants", by the Department of Public Service and Administration (DPSA); or
- 9.4.3** Based on the body regulating the profession of the Consultant.

10. CONTACT DETAILS

Administrative Contact	Closing date: Wednesday 24 August 2022
Bidding /Quotation Office	Closing time: 16:00pm
Name: Daphney Matloko	
Supply Chain Management	
Tel: 087 285 0500	
E-mail: Bids@rtia.co.za	

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Bidders must indicate the speciality they wish to be accredited for on the list below. Failure to indicate will result in disqualification.

Area of Work / Commodity	Do you wish to apply for the commodity in question? Did you attach supporting documents substantiating for same? Indicate with Yes or No.
<ul style="list-style-type: none">• Develop and document the big data strategy for the Agency.	
<ul style="list-style-type: none">• Identify and define the business and functional requirements	
<ul style="list-style-type: none">• Identify available data sources and assess the current Enterprise Information Architecture to determine the gap analysis of the existing state and the desired future.	
<ul style="list-style-type: none">• Conduct the Analytics Maturity Assessment to determine the maturity level of the data analytics of the Agency.	
<ul style="list-style-type: none">• Identify, prioritise and document big data use cases that meet the Agency's objectives.	
<ul style="list-style-type: none">• Formulate and document the big data roadmap that includes a gap analysis of the data architecture and existing technologies and then reprioritise the planned use cases.	