

RFQ Number	NO-129/2022
Issue Date	15 September 2022
Closing Date	21 September 2022, close of business

## TERMS OF REFERENCE

### 1. Purpose

Seda requires the services of a competent Service Provider or consultancy with adequate expertise and experience in digital writing assistant and editing application. The potential service provider will facilitate the acquisition of the enterprise license subscription to access the application, including maintenance and support services for the implemented solution for eighteen(18) months– (license subscription, maintenance and support services inclusive in the eighteen (18) months).

### 2. Background

The Small Enterprise Development Agency (Seda) is an agency of the Department of Small Business Development, which was established in December 2004, through the National Small Business Amendment Act, Act 29 of 2004. Seda is mandated to coordinate and provide non-financial support services to aspiring SMMs through its delivery network of Branches and Business Development Service Providers. The mandate is executed under the direction of the board of directors and its operational implementation is managed by an Executive Management Committee.

In executing the mandate, the Seda Board receives organisational information and documents to review, consider and approve to improve the organisation's corporate governance. The documents reviewed by the Board and its committees are submissions made by the Executive Management in terms of their functions and responsibilities. These organisational records are critical for organisational learning, decision making and institutional memory, hence the content of documents must be accurately and diligently prepared. The quality of presented information in terms of grammar, spelling and punctuation, must be ensured to enable quality review and consideration by the Board members.

The different Board committees, which receive management submissions, support the Board Executive in decision-making processes thus ensuring Seda delivers on its mandate and obligations.

Currently, Seda uses Grammarly, which was acquired and implemented as its digital writing assistant and editing system with 100 application user licences, to improve business report writing and submissions thereof. Therefore, the user licences need to be renewed to for continue utilising the application. A suitable service provider is required to ensure continued access and utilisation of the application, through the renewal of license subscription maintenance and support services.

### 3. Scope of work

- Software license renewal –enterprise subscription (100 users)
- Project Management and Business Analysis
- System maintenance and support

### 4. Project Deliverables

- Updated subscriptions and active licenses
- Acquired software solution, installation and activation
- Testing
  - Test cases and testing report
- Training
  - Train the trainer
- System support and maintenance

### 5. Seda's Roles and Responsibilities

- Manage and monitor the project
- Ensure infrastructure availability and accessibility
- Coordinate meetings with business process owners.
- Coordinate user training
- **Seda will not be responsible for the travelling and accommodation of the service provider during the delivery of the project.**

### 6. Information required in the Proposal/Quotation

- Evidence of experience/Track Record of Service Provider.
- Technical Capability of Service Provider.
- BBBEE Certificate or Sworn Affidavit.
- Completed and signed SBD Forms.
- detaileded proposal.

- Detailed CVs of the key project personnel.
- detailed approach.
- A quotation must be submitted VAT Inclusive if the company is VAT registered.

## 7. Evaluation of the Proposal

### 7.1 Phase 1: Pre-qualification criteria

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

- Submission of completed and signed SBD 4; and
- Submission of completed and signed SBD 6.1 documents.

### 7.2 Phase 2: Functionality

The following criteria will be used for evaluating all price quotations that met the pre-qualification criteria based on 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.	<b>Competence and qualification</b> The project manager and team members CV detailing the experience, expertise and qualification including the number of years in the system implementation project in ICT and managed services. The qualification must be or related to ICT, information systems/computer system, project management and business management <b>(Please attach a CV to confirm this)</b> <ul style="list-style-type: none"> <li>• 5 years/ more in system implementation with relevant qualification = 40 points</li> <li>• 1 - 4 years in system implementation with relevant qualification = 20 points</li> <li>• 5 years/ more in system implementation without relevant qualification = 10 points</li> <li>• 1 - 4 years in system implementation without relevant qualification = 5 points</li> <li>• No experience in system implementation = 0 points</li> </ul>	40
	<b>Track Record</b> The service provider must provide at least three reference letters from assisted clients for the same or similar projects in the past 5 years. <b>(Please note that the reference letters must provide the</b>	30

	name of the organisation, the project completed, contact name and number) <ul style="list-style-type: none"> <li>3 references = 30 points</li> <li>2 references = 15 points</li> <li>1 reference = 10 points</li> <li>0 reference = 0 points</li> </ul>	
3	<b>Project Implementation Plan</b> Detailed implementation methodology and project plan/schedule outlining how the service provider will manage the project for Seda which will include the following: <ul style="list-style-type: none"> <li>All activities, Milestones, Resources, Costs, and Estimated timeframes ( all 5 elements - 30 points)</li> <li>4 elements = 15</li> <li>3 elements = 10</li> <li>2 elements = 5</li> <li>Below 1 = 0 points</li> </ul>	30
<b>Total Points (A FUNCTIONALITY SCORE OF LESS THAN 70 POINTS WILL ELIMINATE THE PRICE QUOTATION FOR FURTHER EVALUATION)</b>		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
<b>Total Points</b>		<b>100</b>

## 8. TERMS AND CONDITIONS

- Price quotations submitted must be inclusive of all costs and applicable taxes (VAT) and be valid for at least 30 days.

2. 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 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.**