



REQUEST FOR QUOTATION

The South African Qualifications Authority (SAQA) invites all interested parties to submit bids for the requirements stipulated below:

DOCUMENT NUMBER:	SAQA RFQ: Web Redesign
RFQ ISSUE DATE	04 May 2022
RFQ CLOSING DATE AND TIME:	12 May 2022 at 11H00
RFQ VALIDITY PERIOD	30 Days (from RFQ closing date)
DESCRIPTION	Design, develop and implement a new SAQA Website (to include web support and training)
RESPOND TO THE RFQ AND FORWARD IT TO:	rfq@saga.co.za
ENQUIRIES	Ms Nosipho Damane Email Address: ndamane@saga.co.za

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1. INTRODUCTION

- 1.1. SAQA is mandated to oversee the further development and implementation of the National Qualifications Framework (NQF) and ensure the achievement of its objectives, which pursue the full development of each learner and the social and economic development of the nation at large. SAQA, therefore, plays an influential role in the entire education and training sector.
- 1.2. The appointed service provider will be required to design, develop and implement a functioning SAQA website, and provide support and training to the relevant staff to ensure that they can manage the back-end.

2. PURPOSE

- 2.1. The purpose of this bid is to appoint a competent service provider to design, develop and implement a new SAQA website, and to enable relevant staff to manage the back-end as the webmaster.
- 2.2. This document intends to provide the prospective Service Providers with adequate information to understand and respond to SAQA's requirements. It serves to ensure uniformity in responses and to provide a structured framework for the evaluation of proposals.

3. BACKGROUND AND CURRENT INFRASTRUCTURE

- 3.1. The SAQA Website is a source of information on all matters related to the National Qualifications Framework of South Africa, including:
 - 3.1.1. The history and objectives of the NQF;
 - 3.1.2. Comprehensive information about SAQA as the custodian of the NQF;
 - 3.1.3. Services provided by SAQA, with access sites, such as the verification of national qualification achievements, the evaluation of foreign qualifications, recognition of professional bodies and registration of their designations; and the NQF MIS with all associated NQF data (e.g. registered professional bodies and designations, registered qualifications and part-qualifications and accredited providers);
 - 3.1.4. NQF related documents, including legislation, policies, regulations, notices, guidelines, research papers and information manuals; Useful references, including the NQFpedia, lists of learning providers and important events; and
 - 3.1.5. Publications such as strategic plans, annual integrated reports, SAQA bulletins and updates, brochures and posters, conference proceedings and multimedia.

3.1.6. FYI - The current SAQA Website is running on the following software stack

- 3.1.6.1. CMS Drupal 8.9.20
- 3.1.6.2. Web Server Apache
- 3.1.6.3. PHP 7.3.27
- 3.1.6.4. Database 5.5.5-10.3.34-MariaDB
- 3.1.6.5. Running on hosted virtualized Xen Centre hardware platform which runs across multiple failover servers which run multi-core Xeon based CPUs, large amounts of DDR RAM and SAS performance drives in RAID configuration.

4. SCOPE OF SERVICES

- 4.1. The appointed service provider will be required to:
 - 4.1.1. Design a new website that will be the digital home for SAQA. The look and feel of the new website should be modern and fresh but still adhere to the SAQA brand guidelines;
 - 4.1.2. Optimise the design for multiple platforms (laptop, mobile and tablet) and multiple browsers (Google Chrome, Bing, Yahoo, Internet Explorer, Safari, Firefox).
 - 4.1.3. Create a feature for online discussions and debates
 - 4.1.4. Optimise the search function to search for content across the site
 - 4.1.5. Link SAQA's social media platforms to the website so that live content is visible
 - 4.1.6. Create an enabling environment to link to information sitting in the Microsoft cloud
 - 4.1.7. Create the front-end of the research portal (documents will be located in the Microsoft Cloud)
 - 4.1.8. Create the front-end for access to SAQA's services (applications for the verification of qualifications, the information contained in SAQA's Management Information Systems; Chatbot, WhatsApps for Business etc)
 - 4.1.9. Provide a streamlined and logical structure for navigation and quick access.
 - 4.1.10. Provide support and training for one (1) year from the date of completion of the project.
 - 4.1.11. Develop a Content Management System (CMS) to enable optimal content management and website administration by SAQA.

5. MINIMUM MANDATORY TECHNICAL REQUIREMENTS

- 5.1. Bidders are required to explicitly mark either “**COMPLY**”, “**OR “DO NOT COMPLY”**” on each and every mandatory requirement. Failure to do so will be taken as a “**DO NOT COMPLY**”.
- 5.2. Bidders may where necessary, refer to additional reference material submitted by document name/number, page number and paragraph. Where a reference in substantiation is made to another page (“off-page”) in the bidder’s submission, such referenced page shall be clearly identified by a unique reference number. During the evaluation, SAQA reserves the right to treat a question for which an “off-page” referenced substantiation page cannot be located based on such a unique reference number as a “**DO NOT COMPLY**”.
- 5.3. The functions below are **website minimum requirements**. If any of these functions cannot be catered for then the bidder will be non-compliant and accordingly disqualified:

5.3.1	DESIGN WITH AN APPEALING LOOK AND FEEL DESIGN	Comply	Do Not Comply
	(a) The bidding company must clearly show how they will integrate the SAQA colours and logos in order to represent the brand properly.		
5.3.2	SELECT INTERACTIVE (AUTOMATED) FUNCTIONALITIES	Comply	Do Not Comply
	(a) Automated response messages to cater for visually impaired or differently abled audiences , where practically possible		
5.3.3	SEAMLESS INTEGRATION OF SUB-SITES AND SYSTEMS	Comply	Do Not Comply

	(a) SAQA has a variety of sub-sites like the NLRD searchable database, Foreign Qualifications Evaluation and Advisory Services Online Application System, SAQA Verifications Service, Professional Bodies and Professional Designations searchable database and SAQA's E-recruitment System. All the above must be seamlessly integrated with the SAQA website.		
5.3.4	SECURED & AUTHENTICATED CONTENT MANAGEMENT SYSTEM (CMS)	Comply	Do Not Comply
	(a) CMS should be secure and user-friendly. The CMS should be able to allow for uploading for required file formats e.g. pdf, HTML documents type and more (b) Transfer of skills on how to use the Content Management System		
5.3.5	ARCHIVE	Comply	Do Not Comply
	(a) Customised and automated archival of documents, articles, data, videos, discussions, polls, surveys and the like. Existing archive content should be included.		
5.3.6	SEARCH INDEXING	Comply	Do Not Comply
	(a) Users should be able to search and easily find information on the SAQA Website. (b) Link to the Authentication Services Chatbot for service-related queries		
5.3.7	MULTIMEDIA	Comply	Do Not Comply
	(a) The website should allow the uploading and archiving of multimedia material including pictures, videos and infographics. It should also allow for this material to be stored in the cloud and seamlessly accessed		
5.3.8	SOCIAL MEDIA LINKS AND ACCESS	Comply	Do Not Comply

	(a) The website must be capable of integrating all required social media access according to the needs of SAQA and whatever is uploaded on SAQA social media platforms should also appear under the social media icons on the website.		
5.3.9	ALERTS AND SUBSCRIPTION SERVICES	Comply	Do Not Comply
	(a) The website must allow interested persons to subscribe and/or unsubscribe in order to receive or not to receive alerts about information and updates about SAQA. This should be done in line with the POPI Act.		
5.3.10	DAILY NEWS/ WHAT'S NEW PAGE	Comply	Do Not Comply
	(a) The website must be able to show important messages and new information about SAQA and the NQF landscape.		
5.3.11	STRIPS ON THE WEBSITE	Comply	Do Not Comply
	(a) The website must have an option for rolling web strips to showcase SAQA services SAQA information and announcements.		
5.3.12	CHAT AND LIVE INTERACTION	Comply	Do Not Comply
	(a) The website must allow for chat and other live interactions between SAQA and the public. SAQA must be able to control the availability of the service.		
5.3.13	Analysis	Comply	Do Not Comply
	(a) The website must be able to provide usage reports.		

6. MAINTENANCE AND SUPPORT

6.1. Technical On-Site/Off-Site Support and Maintenance:

6.1.1. Technical On-Site/Off-Site *ad hoc* support and maintenance - these services will be paid after the services are rendered.

6.2. Travelling and subsistence costs

6.2.1. The bidder shall include travelling and subsistence costs in the labour fees and call-out fees on support and maintenance costs. Separate travelling and subsistence claims will not be paid.

6.3. Service Levels

6.3.1. Service Levels - the bidder shall be required to meet certain service turnaround times to effect service restorations as part of support and maintenance services.

7. SERVICES LEVELS AND APPLICABLE PENALTIES

	Minimum service levels		
Service	Description	Target	Penalty
Project Plan / Schedule	Submission of the project plan with delivery dates	10 working days from the date of signing the acceptance of the letter of award. This must include within the 10 working day period, 5 working days for SAQA to review the Project Plan / Schedule and the bidder amending same accordingly.	10% of the total Design fee
Project Documentation	Keeping and submission of documents to the SAQA project manager	100% as per Project Plan / Schedule	10% of the Development Fee

8. PENALTY MAXIMUM LIMIT AND SERVICE DISPUTES

8.1. The maximum penalties will be limited to 20% per month of the total monthly maintenance and support costs.

8.2. Furthermore, should the 20% limit be reached four (4) times during the contract period, the SAQA reserves the right to immediately enter into a Service Dispute, that may result in the termination of the contract.

- 8.3. Notwithstanding the aforementioned, and without prejudice to any other rights SAQA has, the SAQA reserves the right to enter into Service Disputes at any point in time with the view of contract cancellation. During a Service Dispute, the service provider shall continue to render services in terms in accordance with these service levels.

SECTION 4: EVALUATION CRITERIA

1. The bid will be evaluated in three (3) stages:

Stage 1: Administrative compliance checks.

Stage 2: Screening of mandatory documents.

Stage 3: Price evaluation only.

1.1. STAGE 1: ADMINISTRATIVE COMPLIANCE CHECKS

Bidders must complete, sign and submit the SBD 4 and ensure that the Central Supplier Database report or Unique Number or Supplier number from the CSD is attached to the proposal.

1.2. STAGE 2: SCREENING OF MANDATORY DOCUMENTS

- 1.2.1.** Bidders must comply with this section as it forms the basis of the evaluation of the bidder's proposal. For a bidder to qualify to be evaluated for functionality on price only, a bidder must not have been disqualified in compliance with the mandatory requirements below:

- The **CV** of the Senior Web Developer with over **five (5) or more years relevant working experience on website design**.
- Proof of Company experience by means of duly signed reference letters on the company letterhead. **(Four (4) Reference Letters for similar service within the website design space is required)**. SAQA reserves the right to contact these organisations, without prior notice to the bidder.
- **Submission of the methodology proposal** which should address the following attributes:

- ✓ Describe, in detail, exactly how you propose to carry out the activities to achieve the outcomes identified in the Terms of Reference
- ✓ Training plan and approach for the transfer of knowledge.
- ✓ Demonstrate how you will manage the project plan, risk management associated with the project, turnaround times etc.
- ✓ Incorporate a project plan that includes team members that will be involved in the projects with timelines.
- ✓ Clarity and quality of communication/presentation (Simple language, logical, good quality presentation skills, no slidology (too much text on slides) appropriate pitching for the audience, sufficient interaction and checking for understanding, good proposed solution)
- ✓ Indication of the shortcomings of the existing SAQA Website with proposed solutions (an overview of critical findings with regards to gaps/inefficiencies / poor organisation/accessibility, etc and propose a way to improve this, preferably with a mock site)
- ✓ Understanding of SAQA's mandate, services and products as per the NQF Act (demonstrate an understanding of the role of SAQA and the type of information required by the public in its mandate and role in creating a world-class NQF).

N/B: The bidder is required to submit the list of all team members who will be involved in the project.

1.3. PRICE EVALUATION

The RFQ will be evaluated on price only, the B-BBEE component is exempted by the National Treasury.

SECTION 5: PRICING SCHEDULES SBD 3.1

**PRICING SCHEDULE – FIRM PRICES
(SERVICES)**

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

Name of bidder.....	Bid Number:
Closing Time 11:00 on	

OFFER TO BE VALID FOR 28 DAYS FROM THE CLOSING DATE OF BID.

SUMMARY OF COST BREAKDOWN		
DESCRIPTION OF THE SERVICE		PRICE (including VAT)
Design, development and implementation of a new SAQA Website	Phase 1: Design	Total Amount incl. VAT R
	Phase 2: Development	Total Amount incl. VAT R
	Phase 3: Implementation	Total Amount incl. VAT R
Support, maintenance and hosting for one year	Year 1	Total Amount incl. VAT R
Total Amount Incl. VAT		R

DESCRIPTION	
Labour and Call-out rate (applicable on <i>Ad-Hoc</i> maintenance and support)	Year 1
	Hourly Rate R

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 institution	State

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

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.

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 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.

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.

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