

SOUTH AFRICAN



***CIVIL AVIATION
AUTHORITY***

Specification

For the provision of Microsoft Dynamics 365 Customer Relationship Management (CRM) - Enhancements, Configuration and Support Maintenance Services for a period of 2 years

RFQ No.: RFQ/ZD/MSDYNAMICS365CRM/CS/437/2024-2025

Closing Date and Time for Submission:

Monday, 15 April 2024, 11h00.

1. Introduction

The South African Civil Aviation Authority (“SACAA”) is a Schedule 3A public entity in terms of the Public Finance Management Act (“PFMA”). SACAA was established on the 1st of October 1998, following the enactment of the now repealed South African Civil Aviation Authority Act, 1998 (Act No.40 of 1998). The aforementioned Act was repealed as a whole by the Civil Aviation Act, Act 2009, and (Act No.13 of 2009). SACAA is an agency of the Department of Transport.

The Civil Aviation Act, Act 2009, (Act No.13 of 2009) provides for the establishment of a stand-alone authority mandated with controlling, promoting, regulating, supporting, developing, enforcing, and continuously improving levels of safety and security throughout the civil aviation industry. The above is to be achieved by complying with the Standards and Recommended Practices of the International Civil Aviation Organisation whilst considering the local context.

2. Invitation to Bid

SACAA has successfully implemented Microsoft Dynamics 365 Client Relationship Management (CRM) solution, enhancing our ability to manage client service enquiries across various platforms and implement service-level agreement (SLA) management. The use of MS Dynamics 365 CRM within our organisation has significantly improved customer relationships and service levels. We anticipate further integration of the contact centre with other existing systems into Microsoft Dynamics CRM, providing enhanced functionality for data lookup by our Agents.

The purpose of this invitation is to appoint a suitable and qualified service provider that will provide resource/s based on the set requirements to provide various services within the SACAA Application Environment on the MS Dynamics 365 CRM Solution at an as-and-when-required basis for a period of two years at an agreed hourly rate per year.

3. Scope of Work

The ICT team has installed and configured the basic setup of the MS Dynamics 365 CRM solution for the Customer Relationship Management unit. **SACAA is looking for a service provider to enhance, configure and maintain the system as and when required to align with the Contact Centre Business Requirements and ensure an acceptable level of up-time.**

The service will be provided over a period of two years and a bucket of **300 hours** will be allocated to be used for various services as and when requested by SACAA. The bidders must submit their hourly rate based on the table below. Please note that a contract will be concluded with the successful bidder outlining how the relationship will be managed.

SACAA is looking for a service provider to provide the following services as and when required, including skills transfer to the SACAA ICT Personnel:

CONFIGURATION	As per Business Processes notations.
FUNCTIONALITY ENHANCEMENTS, AND SYSTEM INTEGRATION	Enhancement functionalities in the existing Integration of system as and when requested.
MIGRATION OF APPLICATIONS	Migration of applications to required platform.
DATA EXTRACTION AND INFORMATION DISPLAY	Ensure that data is pulled/extracted correctly from systems and the information is displayed correctly on the system which will be used to view the extracted data.
SOLUTION SUPPORT AND MAINTAINANCE ON A CALL OUT HOURLY RATE BASES	Provide application support post implementation on an as when required basis Do System health checks as and when requested by SACAA. Ensure the applications functionality remains intact by testing it post any system changes/upgrades. The partner support maintenance is for two years, subject to satisfactory performance.

The system has been configured in compliance with ICT security policy. (Compliance with ICT legislation PAIA and POPI Acts, etc.).

4. Content of the Proposal

A detailed proposal with information on the MS Dynamics 365 CRM including all the requirements of SACAA is expected.

The following items must be included as part of the proposal:

4.1 Technical Expertise of the service provider

Relevant experience in the deployment of the MS Dynamics 365 CRM. Furthermore, the service provider is to allow SACAA to contact the relevant references to confirm the validity of work experience, implementation skills and ongoing.

4.2 Qualifications of Key Personnel

The Service Provider must provide names and qualifications of the key personnel/consultant that will perform the services, indicating Project Lead and supportive roles where applicable. CVs demonstrating qualifications must be submitted with the proposal.

5. Evaluation Criteria

5.1 PHASE 1 – MANDATORY REQUIREMENTS (NON-COMPLIANCE LEADS TO AUTOMATIC DISQUALIFICATION HOWEVER SACAA RESERVE THE RIGHT TO REQUEST ADDITIONAL INFORMATION.

Submission of Minimum Standards and Mandatory documents listed below:

This phase of evaluation does not carry any weight, however, bidders who do not meet all the requirements below will be immediately disqualified from the bidding process.

5.1.1 Prospective bidders must be registered on the Central Supplier Database (CSD) prior to submitting bids. Please submit your MAAA supplier number.

5.1.2 Submit with fully completed Declaration of Interest form, SBD4 form.

5.1.3 Service provider must be a certified Microsoft Gold Partner.

5.2 PHASE 2 – TECHNICAL EVALUATION

Assessment of Technical / Functional evaluation of the bid will be done in terms of the criteria as stated in the table below.

Bidders should take note of the Criteria, Weighting and Scoring when responding to this bid.

Table 1: Technical Evaluation of the MS Dynamics 365 CRM

TECHNICAL EVALUATION			
SUB-CRITERIA	DESCRIPTION	POINTS	
		MIN	MAX
Methodology	Bidder must submit a detailed proposal which includes the methodology, project plan, change management and training plan for ICT support and user department, MS Project and PowerPoint presentation- 30 points.		
	Bidder must submit a detailed proposal that includes the methodology, project plan, and change management. – 20 points	20	30
	Bidder submits a proposal that does not cover methodology - 0 points		

Company Technical Expertise	<p>Bidder must demonstrate proven track record of minimum of 5 years' technical experience in MS Dynamics 365 CRM, with at least 3 CRM Implementations <u>with contactable references:</u></p> <ul style="list-style-type: none"> • More than five (5) contactable dated and signed reference letters = 40 points • Three (3) to Five (5) – contactable dated and signed references letters = 30 points. • Two (2) or less contactable dated and signed reference letters = 0 points 	30	40
Key Personnel/ Project Lead	<p>Previous experience of the team lead t in deploying Microsoft Dynamics 365 Customer Relationship Management (CRM) project as a configuration specialist (Curriculum Vitae)</p> <ul style="list-style-type: none"> • More than 5 years' experience in deploying Microsoft Dynamics 365 Customer Relationship Management (CRM) project as a configuration specialist. – 30 points • A minimum of 3 - 5 years' experience in deploying Microsoft Dynamics 365 Customer Relationship Management (CRM) project as a configuration specialist. – 20 points • Less than 3 years' experience in deploying Microsoft Dynamics 365 Customer Relationship Management (CRM) project as a configuration specialist. – 0 points • Submit curriculum vitae of the project lead to be assigned to this project (experience, qualification) 	20	30
TOTAL POINTS FOR TECHNICAL EVALUATION		70	100

The bidder shall be required to score minimum **70** points or more out of **100** on technical evaluation to be considered further for the presentation phase. Any bidder scoring less than **70** will not be considered for further evaluation.

6. PRICE AND B-BBEE EVALUATIONS

Bidders who comply with the requirements of this bid will be evaluated according to the preference point scoring system as determined in the Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act No 5 of 2000).

For this bid **80** points will be allocated for Price and **20** points for B-BBEE status level of contributor.

This tender will be evaluated using the 80/20 preferential point system.

The following PPPFA formula is used to evaluate price:

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

Ps = Points scored for price of the bid under consideration.

Pt = Rand value of bid under consideration.

Pmin = Rand value of lowest acceptable bid.

Only bidders that have achieved the minimum qualifying points on functionality will be evaluated further in accordance with the 80/20 preference point system as follows:

Points for this bid shall be awarded for:

- (a) Price; and
- (b) Specific Goal (B-BBEE Status Level of Contributor).

The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
Specific Goal (B-BBEE STATUS LEVEL OF CONTRIBUTOR)	20
Total points for Price and SPECIFIC GOAL	100

The SACAA will award Specific Goal points to bidders who provide an original or certified copy of a valid B-BBEE Verification Certificate or Affidavit issued by the accredited verification agency.

SPECIFIC GOAL (B-BBEE Status Level of Contributor)	Number of points
1	20
2	18
3	14
4	12
5	5
6	6
7	4
8	2
Non-Compliant contributor	0

POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

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 above:

8 SUBMISSION OF BID DOCUMENT

Bid submission requires three (3) envelopes.

8.1 Envelope 1

- All mandatory documents in Phase 1

8.2 Envelope 2

- Technical / Functional proposal in Phase 2.

8.3 Envelope 3

- Pricing schedule and B-BBEE copy or Affidavit in Phase 3.

- 9 All Bids shall be hand delivered and deposited to the tender box, at SACAA Office, Building 16, Treur Close, Waterfall Office Park, Bekker Street, Midrand as indicated in section 8 above, by Monday, 15 April 2024, 11:00am.**