



RFP NUMBER	SAC2603-008
RFP DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE DEVELOPMENT, IMPLEMENTATION, MIGRATION AND SUPPORT OF A UNIFIED SACNASP ICT / DIGITAL PLATFORM
RFP ISSUE DATE	3 MARCH 2026
BRIEFING SESSION	NONE
CLOSING DATE & TIME	20 MARCH 2026
SUBMISSIONS	EMAIL TO: scm@sacnasp.org.za SUBJECT: UNIFIED DIGITAL SYSTEM (RFP NO. : SAC2603-008).

1. PURPOSE

The purpose of this Request for Proposals (RFP) is to invite suitably qualified and experienced service providers to design, develop, configure, implement, migrate to, and support a single, unified ICT / digital platform for the South African Council for Natural Scientific Professions (SACNASP). The platform will replace THE existing fragmented systems and become SACNASP's single source of truth, supporting both:

- The external regulatory lifecycle of scientists, and
- The internal corporate, operational and strategic management functions of the organisation.

2. BACKGROUND

SACNASP is a statutory and regulatory body established in terms of the Natural Scientific Professions Act (Act No. 27 of 2003). In alignment with its 2025–2030 Strategic Plan, SACNASP is prioritising digitisation to improve efficiency, governance, regulatory oversight, and stakeholder experience.

An ICT Business Analysis conducted identified a fragmented technology landscape characterised by siloed systems, manual processes, limited system integration, and duplicated data across multiple platforms. The findings of the analysis recommended the adoption of a modernised digital

architecture through the phased decommissioning of legacy systems and the implementation of a single, unified, cloud-native digital platform.

3. SCOPE OF WORK

The appointed service provider will be responsible for the design, development, implementation, integration, migration, training, and support of a **single**, unified ICT/Digital Platform for SACNASP.

IMPORTANT NOTICE:

Proposals that offer multiple separate systems (e.g. one system for registration, another for HR, another for case management) will be regarded as non-responsive. The required solution must be a single integrated application operating on a shared database.

3.1. External & Regulatory Modules

Module / Area	Scope Requirements	Key Outputs / Deliverables
Self-Service Portal	Design and implement a secure, mobile-responsive portal for all external stakeholders, including scientists, applicants, employers, and the public.	<ul style="list-style-type: none"> • Online registration, upgrades, renewals. • CPD submission and tracking. • Digital certificates. • Secure inbox for official communication. • Statements, tax invoices and online payments • Profile and credential management
Core Lifecycle Management	Develop a back-office system to manage the full regulatory lifecycle of a scientist, aligned to SACNASP registration processes.	<ul style="list-style-type: none"> • Workflow-driven. application processing • Automated eligibility checks. • Rule-based notifications (email/SMS). • Audit trails and activity logs. • Query management and escalation.
Legal, Compliance & Case Management	Implement an end-to-end case management system for complaints, investigations, and disciplinary matters.	<ul style="list-style-type: none"> • Case intake and tracking • Evidence and document management • Committee access portals • Workflow timelines aligned to legislation • Case analytics and reporting

Module / Area	Scope Requirements	Key Outputs / Deliverables
Stakeholder & Communications Management	Create a centralised stakeholder management module.	<ul style="list-style-type: none"> Stakeholder database. Event management. Segmented bulk communications.
Helpdesk & Ticket Management	Provide an embedded ticketing system for all internal and external queries.	<ul style="list-style-type: none"> Ticket logging and categorisation. Escalation rules. Performance and turnaround reporting

3.2. Internal & Corporate Modules

Module / Area	Scope Requirements	Key Outputs / Deliverables
HR & Performance Management	Develop an internal HR module integrated into the unified platform.	<ul style="list-style-type: none"> Employee lifecycle workflows. Performance management (KPI Management and reporting). Leave and staff profiles. Cross-department operational workflows.
Programme & Project Management (PPM)	Implement a system to track SACNASP programmes and strategic projects.	<ul style="list-style-type: none"> Programme performance tracking. Budget monitoring. Project risks, milestones and deliverables.
Business Intelligence & Executive Reporting	Deliver a consolidated BI and reporting layer for Executive, Council, and statutory reporting.	<ul style="list-style-type: none"> Executive dashboards. Automated reports. Unified organisational performance view.
Knowledge Management System	Develop an internal knowledge repository integrated with the website.	<ul style="list-style-type: none"> Best-practice repository. FAQs. Searchable knowledge portal
Website Redevelopment	Design and implement a new SACNASP website.	<ul style="list-style-type: none"> Integration with portal and dashboards. Content management.

NB: The Unified SACNASP portal must be:

- Modern, responsive design.
- WCAG 2.1 accessibility compliant.

3.3. Technical Architecture & Security

Area	Scope Requirements	Key Outputs / Deliverables
Architecture	Solution must be cloud-native and deployed on Microsoft Azure.	<ul style="list-style-type: none"> • Azure-based deployment. • Single unified database. • Modular / microservices architecture.
Integration Framework	Platform must support API-first integration.	<ul style="list-style-type: none"> • RESTful APIs. • Secure API gateway. • Integration documentation.
Security & Compliance	Ensure full compliance with POPIA and cybersecurity best practice.	<ul style="list-style-type: none"> • Multifactor Authentication and Role-Based Access Control. • Latest encryption standards for information. at rest and in transit. • Audit logs and access controls.

3.4. Mandatory Systems Integrations

System	Integration Requirement	Expected Outcome
Financial System	Bi-directional integration for invoicing, payments, and reporting.	<ul style="list-style-type: none"> • Automated financial workflows. • Reconciled data.
Payment Gateway	Online payment processing.	<ul style="list-style-type: none"> • Secure payment collection.
Microsoft 365	Integration with Outlook and SharePoint.	<ul style="list-style-type: none"> • Seamless communications.
Power BI	Data connector for executive reporting.	<ul style="list-style-type: none"> • Live dashboards. • Data feeds.

NB: The system must be scalable to enable future integrations with external systems and databases through APIs, e.g. possible integration with systems of external government departments.

3.5. Data Migration & Decommissioning

Area	Scope Requirements	Key Outputs / Deliverables
Data Migration	Migrate all historical and current data from legacy systems.	<ul style="list-style-type: none"> • Cleansed, validated migrated data. • Zero data loss.

Transition Strategy	Ensure uninterrupted operations during migration.	<ul style="list-style-type: none"> Parallel deployment plan and report.
Decommissioning	Retire legacy systems post-migration.	<ul style="list-style-type: none"> Secure shutdown and archiving.

NB: SACNASP ICT will facilitate the engagement with incumbent service providers.

3.6. Implementation, Testing & Support

Area	Scope Requirements	Key Outputs / Deliverables
Implementation Methodology	Apply an Agile / Scrum delivery approach.	<ul style="list-style-type: none"> Milestone-based delivery plan.
Testing & Quality Assurance	Conduct full testing lifecycle.	<ul style="list-style-type: none"> Unit, integration & UAT testing. Security & penetration testing.
Training & Handover	Provide comprehensive training and documentation.	<ul style="list-style-type: none"> Training sessions. User and technical manuals.
Post-Implementation Support	Provide ongoing support post go-live.	<ul style="list-style-type: none"> Minimum 12-month support period.

3.7. Intellectual Property

Requirement	Description
IP Ownership	All source code, configurations, documentation, and system artefacts become the exclusive property of SACNASP upon final sign-off.

3.8. Core SACNASP Unified Digital System Process and Bidder Response Conformance Requirements

3.8.1. Purpose of this section

This section defines the minimum end-to-end process coverage, solution response format, and conformance requirements that bidders must follow when describing the proposed Unified SACNASP Digital System.

3.8.2. Mandatory solution principle (single unified platform)

Proposals that offer multiple separate systems (e.g., one system for registration, another for HR, another for case management) as the primary solution architecture will be regarded as non-responsive.

The required solution must be a single integrated application/platform operating on a shared, unified database / common data model, with modular capabilities and API-based integrations as required.

3.8.3. Reference basis for bidder responses

Bidders must prepare their technical proposals with explicit reference to:

- the Scope of Work (Section 3) of this RFP;
- the core business process expectations in this Section 3.8;
- the mandatory integrations in Section 3.4;
- the data migration, implementation, testing and support requirements in Sections 3.5 and 3.6.

3.8.4. Required end-to-end process coverage (minimum)

The bidder's solution must demonstrate how the unified platform supports, at minimum, the following SACNASP process domains in an integrated:

a) Regulatory Lifecycle Management

End-to-end applicant/scientist lifecycle, including registration application, renewal/upgrade workflows, assessments/reviews, approvals, communications, invoicing/payment linkage, certificate/credential issuance, and status updates.

b) CPD Monitoring and Enforcement

CPD submission, validation, compliance tracking, reminders/notifications, non-compliance handling, and renewal decision support.

c) Legal / Compliance Case Management

Complaints intake, case assignment, investigation workflow, evidence/document handling, committee processes, decisions/outcomes, and reporting/audit trails.

d) Stakeholder Engagement and Communications

Stakeholder records, segmentation, communications, events and engagement history, integrated with regulatory and service workflows where applicable.

e) Corporate / Internal Services Support

Internal operational workflows including HR/performance, finance-related process integration, programme/project management, and knowledge management, as defined in Section 3.2 and related sections.

f) Executive Intelligence and Reporting

Unified reporting and dashboards for operational, management and statutory reporting, including integration to the reporting layer (e.g., Power BI) and auditable data feeds.

g) Implementation Governance / Delivery Tracking

The bidder must show how the implementation approach enables phased delivery, progress tracking, risk management, testing evidence, and milestone sign-off.

h) IT Service Management / Support Enablement

Post go-live support processes, incident logging/escalation, service reporting, and support governance for the contracted support period.

3.8.5. Mandatory bidder submission format for process response

To ensure comparability and auditability, bidders must submit the following as part of the technical proposal:

a) Unified Solution Process Description

A narrative and diagrammatic description (workflows/process maps acceptable) showing how the proposed solution supports the SACNASP end-to-end processes listed in 3.8.4.

b) End-to-End Process Demonstration Evidence (documentary)

Bidders must provide sufficient evidence for the proposed process coverage, which may include:

- architecture diagrams
- workflow screenshots/mock-ups
- sample role-based process flows
- integration approach summaries

- sample reports/dashboards
- delivery approach and milestone plan

3.8.6. Minimum process response content (bidders must explicitly show)

For each process domain in 3.8.4, bidders must explicitly describe:

- a) Process trigger(s) and entry point(s)
- b) Primary user roles / actors (external and internal)
- c) Workflow steps and decision points
- d) Business rules / validations / approvals
- e) Notifications / communications (email/SMS/system alerts where applicable)
- f) Data captured/updated and audit trail events
- g) Documents/evidence generated or stored
- h) Integration points (internal/external systems/APIs)
- i) Outputs / outcomes (e.g., certificate issued, case outcome recorded, invoice raised, dashboard updated)
- j) Exceptions / rework / escalation handling
- k) Reporting / monitoring requirements
- l) Security and access control considerations (role-based access, logging, privacy)

3.8.7. Integration and architecture conformance within process response

The bidder's process response must be consistent with the mandatory architectural and integration requirements in this RFP, including but not limited to:

- a) single unified platform / shared database model;
- b) Microsoft Azure deployment approach;
- c) API-first integration capability;
- d) mandatory integrations (including finance/payment/productivity/reporting integrations as listed in Section 3.4);
- e) support for future extensibility through APIs;
- f) POPIA-aligned controls and cybersecurity safeguards (including access control, logging and encryption).

3.8.8. Delivery, migration, testing and support alignment

The bidder's process response must also show how the proposed solution/processes will be delivered and transitioned into operation, including:

- phased implementation approach and sequencing;
- data migration and validation approach;
- testing approach (including integration testing, UAT and security testing);
- go-live readiness and cutover approach;
- post-implementation support and handover.

3.8.9. Non-responsiveness related to Section 3.8

Without limiting other grounds for non-responsiveness in this RFP, a bid may be regarded as non-responsive where the bidder fails to provide:

- a solution that meets the **single unified platform** requirement in 3.8.2;
- a completed **Bidder Response Conformance Matrix** as required in 3.8.5(b);
- a sufficiently detailed **Unified Solution Process Description** as required in 3.8.5(a);
- clear indication of compliance/non-compliance against mandatory process and integration requirements;
- disclosure of material assumptions/dependencies that affect deliverability of the proposed solution.

3.8.10. Clarification

SACNASP may request written clarification on bidder responses to this section in accordance with the RFP clarification process. Clarification may not be used to permit a bidder to submit a fundamentally new solution, replace the offered architecture, or cure a material omission after closing.

Bidders may submit written requests for clarification regarding this Request for Proposals to the designated contact person. No verbal communication shall be binding unless confirmed in writing by SACNASP. SACNASP may, in its discretion, issue written responses to such requests and, where a clarification is of general application or may materially affect the preparation of proposals, it shall be communicated to all bidders without identifying the requesting bidder and shall form part of the RFP.

4. REQUIREMENTS FOR RFP

4.1. STAGE 1: MANDATORY REQUIREMENTS

Service Providers should submit the following documents:

- I. Proof of registration on the Centralised Supplier Database held by the National Treasury.
- II. Current and valid SARS tax clearance certificate.
- III. An original or certified copy of the B-BBEE Certificate or an original affidavit signed by a Commissioner of Oaths about the B-BBEE status.
- IV. Business Profile covering the nature of the business, the years in operation and offering the services required as per the RFP, the structure of the team.
- V. Standard Bidding Document (SBD) 4 – Declaration of interest.
- VI. SBD 6.1 – Preference points claim form in terms of the Preferential Procurement Regulation.
- VII. SBD 8 – Declaration of bidder's past supply chain management practices.
- VIII. SBD 9 – Certificate of independent bid determination.
- IX. Price Schedule / Quotations. Prices quoted must be inclusive of VAT. This amount must be clearly stated as a separate line item in the quotation.
- X. A detail technical proposal that addresses all of the elements of the Scope of Work.

Service providers who do not fulfil all the requirements or do not submit the required documents will be disqualified.

4.2. STAGE 2: FUNCTIONALITY ASSESSMENT

An assessment of functionality will be based on the evaluation criteria noted in the table below. Each of the evaluation criteria in the table will carry a weighting as indicated, and the bidder will be required to score a minimum of 70% to qualify and proceed to Stage 3 of the evaluation process.

Criteria	Points	Scoring Guideline
Relevant Experience in Unified, Cloud-Based Digital Platforms and Complex Integrations	30	<p>0 points awarded where:</p> <ul style="list-style-type: none"> • No relevant projects provided. • Marketing brochures or reseller products only. • No evidence of end-to-end delivery. <p>10 points awarded where:</p> <ul style="list-style-type: none"> • A minimum of 1-2 ICT projects are delivered but limited in scope (simple portals, CRMs, websites). • No unified database with limited or no integrations. <p>20 points awarded where:</p> <ul style="list-style-type: none"> • A minimum of 3–4 delivered ICT platforms showing multi-module structure, cloud deployment, and at least one API integration. • Some lifecycle workflows demonstrated but not comparable to SACNASP’s complexity (refer to section 3 above) <p>30 points awarded where:</p> <ul style="list-style-type: none"> • A minimum of five fully delivered, unified, cloud-native platforms with: <ul style="list-style-type: none"> - One shared database - Multi-module architecture - Multiple API integrations (finance, HRIS, national databases, payments, BI) - Completed data migration from legacy systems - Proven regulatory/membership lifecycle automation

Criteria	Points	Scoring Guideline
Quality & Completeness of Proposed Technical Solution and System Architecture	30	<p>0 Points awarded where:</p> <ul style="list-style-type: none"> • No architecture submitted. • Proposes separate systems stitched together (automatic disqualification). • Not cloud-native. <p>10 points awarded where:</p> <ul style="list-style-type: none"> • Architecture vague or incomplete. • No unified database. • No clear API-first approach. • Weak or missing security strategy. <p>20 points awarded where:</p> <ul style="list-style-type: none"> • Meets most requirements: <ul style="list-style-type: none"> - Unified database - Azure or cloud hosting - General API layout - Basic security measures • Integration plan referenced but not technically detailed. • Missing depth on microservices, DR, scaling, or audit trails. <p>30 points awarded where:</p> <ul style="list-style-type: none"> • Fully compliant, detailed, SACNASP-aligned architecture including: <ul style="list-style-type: none"> - Unified database schema concept - Azure-native deployment model (App Services, Key Vault, API Manager, AD B2C) - Microservices/modular service design - Complete POPIA-aligned security stack (MFA, RBAC, encryption, logs) - Detailed integration plan as per requirements outlined in section 3. - Scalability for future integration with external systems - Workflow engine & audit trails defined

Criteria	Points	Scoring Guideline
Implementation Methodology, Risk Management & Milestones	20	<p>- DR/BCP strategy</p> <p>0 points awarded where:</p> <ul style="list-style-type: none"> • No methodology submitted. • Generic Agile explanation with no relevance to SACNASP. <p>10 points awarded where:</p> <ul style="list-style-type: none"> • High-level or incomplete plan. • No data migration method. • No risk register. • UAT/testing missing or unclear. <p>15 points awarded where:</p> <ul style="list-style-type: none"> • Adequate plan covering phases, some milestones, moderate risk controls, and basic testing. • Not tailored for multi-module unified platform delivery. <p>20 points awarded where:</p> <ul style="list-style-type: none"> • Comprehensive, SACNASP-specific, evidence-based methodology with: <ul style="list-style-type: none"> - Agile/Scrum structure with sprint cycles - Clear milestones for MVP, module rollout, integrations, BI, go-live - Full data migration strategy (parallel deployment, validation stages) - Detailed risk register with mitigations - Security & penetration testing plan - BCP/DR alignment to Azure - Detailed UAT and QA plan • Proven use of methodology in past projects.
References & Proven Track Record	10	<p>0 points awarded where:</p> <ul style="list-style-type: none"> • No references OR unverifiable references. <p>5 points awarded where:</p>

Criteria	Points	Scoring Guideline
		<p>1 to 2 references, but systems not comparable in complexity, integrations, or architecture.</p> <p>10 points awarded where:</p> <ul style="list-style-type: none"> • 3+ strong references confirming: <ul style="list-style-type: none"> - Successful roll-out of unified multi-module platforms - Delivery of integrations, migration, security testing - On-time, on-budget delivery - Quality of post-deployment support • References must explicitly confirm system performance and client satisfaction.
<p>Qualifications & Experience of Key Personnel</p>	<p>10</p>	<p>0 points awarded where:</p> <ul style="list-style-type: none"> • No team submitted. • Junior team with generic skills only. <p>5 points awarded where:</p> <ul style="list-style-type: none"> • Team submitted but missing critical roles (cloud architect, senior API developer, security specialist). <p>10 points awarded where:</p> <ul style="list-style-type: none"> • Complete, highly qualified team including: <ul style="list-style-type: none"> - Azure Cloud Architect (certified, 5+ years) - Senior API/Integration Developer (e.g. REST, SAGE, SAQA, DHA experience or equivalent) - Database & DevOps Engineer - Cybersecurity specialist (penetration testing) - Business Analyst (workflow automation) - Data Migration Specialist - Scrum Master / Project Manager • CVs must show tangible experience with unified platforms.

4.3. STAGE 3: EVALUATION CRITERIA

Formal quotations will be evaluated and adjudicated in terms of the 80/20 Preference Point System for Price and B-BBEE prescribed by the current Preferential Procurement Policy Framework Act and Regulations.

Criteria	Details	Points
Price	<p>Price will be evaluated on the total cost to SACNASP required to deliver the full scope of works.</p> <p>Bidders must include a contingency amount of 20% in their pricing to cover unforeseen works that may arise during the execution of the project. This amount must be clearly stated as a separate line item in the quotation.</p> <p>The contingency amount will form part of the total evaluated price but may only be expended with prior written approval from SACNASP.</p>	80
B-BBEE Level	B-BBEE Status Level Verification Certificate	20
Total		100

5. SUBMISSION

All submissions should be emailed to scm@sacnasp.org.za with the subject: **Subject: UNIFIED DIGITAL SYSTEM (RFP NO: SAC2603-008)**. No hand-delivered submissions will be accepted.

All submissions to be emailed **by 15H00 on 20 March 2026**. No late submissions will be accepted.

Submissions must contain seven (7) attachments labelled as follows:

1. Mandatory Documents
2. Business Profile
3. Criteria 1 Relevant Projects
4. Criteria 2 and 3 Technical Proposal
5. Criteria 4 References
6. Criteria 5 Team Expertise

6. PRICE SCHEDULE

All technical enquiries and clarifications should be sent in writing to:

Contact Person : Mr Mboneni Nethavhakone
Designation : ICT Manager
E-mail : mboneni.nethavhakone@sacnasp.org.za
Telephone : 012 748 6526

SACNASP reserves the right to reject any or all proposals and to waive any irregularities or informalities in the proposals received. This RFP content provides a comprehensive outline for potential service providers to understand the organisation's requirements and submit proposals accordingly.

7. BID VALIDITY PERIOD

SACNASP requires a validity period of 90 Business Days from the closing date. Bidders are to note that they may be requested to extend the validity period of their response, on the same terms and conditions, if the internal processes are not finalised within the validity period. However, once the adjudication body has approved the process and award of the business to the successful bidder, the validity of the successful bidder's response will be deemed to remain valid until a final contract has been concluded.