

REQUEST FOR QUOTATION (RFQ)

RFQ DESCRIPTION	APPOINTMENT OF A SOFTWARE APPLICATION/SOLUTION SERVICE PROVIDER
RFQ NUMBER	INSPECTIONSSOFTWARE/RFQ/04/02
CLOSING DATE AND TIME	12 MAY 2023 @12H00
RFQ VALIDITY PERIOD	60 WORKING DAYS (FROM THE RFQ CLOSING DATE)

1. Suppliers are invited to submit their quotations for the supply of the abovementioned services, according to the Terms of Reference and conditions, as outlined in this documentation.
2. This quotation is subject to the General Conditions of Contract (GCC) and, where applicable, any other special conditions of contract.
3. Kindly note that the quotations should be submitted as follows:
 - Via an electronic submission and be emailed to pmualusi@irba.co.za before or on the closing date and time of this RFQ. Email sizes have been restricted to 15MB per email.
 - Responses must be submitted in an electronic format only and be emailed to the dedicated email address, as provided herein. Responses sent to any other email address, other than the one specified herein, will be disqualified and not be considered for an evaluation. Therefore, it is the bidder's responsibility to ensure that the proposal is sent to the correct and dedicated RFQ email address and received by the IRBA before the closing date and time.
 - All questions must be emailed to pmualusi@irba.co.za .
4. Suppliers must not have any links to an audit firm (or network firm) nor an individual registered with the IRBA.
5. Late quotations will not be accepted.

TERMS OF REFERENCE

APPOINTMENT OF A SOFTWARE APPLICATION/SOLUTION SERVICE PROVIDER

The Independent Regulatory Board for Auditors (IRBA) calls for bids to be submitted by suitably qualified and experienced software application/solution Service Providers to develop, implement, and maintain a document collaboration and reporting software on behalf of the Inspection Department within the organisation.

1. BACKGROUND OF THE IRBA

The IRBA was established in terms of Section 3 of the Auditing Profession Act, No. 26 of 2005 (the Act), which had an effective date of 1 April 2006. The objectives of the Act, as set out in Section 2, are as follows:

- To protect the public in the Republic by regulating audits performed by registered auditors;
- To provide for the establishment of an Independent Regulatory Board for Auditors;
- To improve the development and maintenance of internationally comparable ethical standards and auditing standards for auditors that promote investment and as a consequence employment in the Republic;
- To set out measures to advance the implementation of appropriate standards of competence and good ethics in the auditing profession; and
- To provide for procedures for disciplinary action in respect of improper conduct.

2. BACKGROUND TO THIS INVITATION

Regulatory Inspections are performed on Registered Auditors and registered audit firms by the IRBA Inspections Department, in terms of Section 47 of the Auditing Professions Act (APA). One of the requirements of this Section is that the IRBA must, at least every three years, inspect or review the practice of a registered auditor who audits a public company. The current inspection processes are manually driven on Microsoft Excel and Word, with limited automated process flows or interfaces with existing databases or systems at the IRBA.

The objective of this RFQ invitation is to appoint a service provider to enable the automation of the current manual inspection processes by interfacing the proposed automated process and software with existing IRBA databases and systems.

The workflow software application will assist the IRBA's Inspections Department to:

- drive efficiencies which include the planning, fieldwork, reporting, administration and data gathering and management within the inspection processes;
- automated information sharing and reporting for internal and external use;
- allow online and off-line working as well as remote access for all our users when performing inspections;
- "real-time" sharing, updating and back-up of work performed through remote access;

- allow external stakeholders to be able to access defined information, with limited functionality to edit and upload documents, and
- integrate with other systems and databases within the IRBA, to gain further synergies.

These requirements are in line with the IRBA's business strategy of optimising the use of technology to streamline its current business processes and achieve integration with other processes and information systems. It is also intended to allow easier access to more accurate information and statistics for analysis and reporting.

2.1 CURRENT SYSTEMS

2.1.1 ARCHITECTURE

The successful Service Provider will be provided with detailed information on the existing systems and applications of the Inspections Department, however for the purposes of responding to this bid - it should be accepted by bidders that workstations are running on Microsoft Windows 10 Professional 64bit and are equipped with a cloud back-up solution.

Workstations utilise Microsoft Office 365 for Business and servers are running Microsoft Server 2012 or higher environments.

The Service Provider may accept that the IRBA has the requisite capacity to host the acquired solution.

Further features of our architecture are as follows:

- Wireless 4G connectivity is standard and will be the main connectivity to the server;
- Local dedicated and secure server; and
- Approximately 20 - 30 users will make use of the software.

2.2 INSPECTIONS PROCESS

2.2.1 DATA

The following list, albeit not exhaustive, provides an overview of documents and process data maintained and utilised in the execution of the core business processes and inherent responsibilities of the Inspections Department.

The software application/solution provided by the successful Service Provider must support the diverse functionality and operational needs which exists as part of the existing framework of the Department. The software must be able to integrate and automate the following processes and system enhancements and integration across the business processes and other ICT platforms as follows:

a. Business Intelligence:

- Excel spreadsheets containing risk information (BI Database and AQI combined workbook),
- Media monitoring software (Meltwater), and
- FlowCentric

- Word documents - Financial Reporting (FR) Review memorandums (IRBA memorandum templates used)

b. Remedial Action Data:

- Remedial action plans – hardcopy and softcopies in pdf format, and
- Report packs.

c. Investigations Data:

- Referral memorandums, and
- Responses to investigations memorandums.

d. Inspections Data:

- Prior public inspections reports,
- Prior formal reports and outcome letters,
- Excel spreadsheets of inspections checklists,
- Word documents reporting templates,
- Time sheets and planning schedules
- Knowledge library various documents in hardcopy or excel, and
- Relevant meetings and decision documents.

3. HIGH LEVEL SCOPE OF THE REQUIRED SERVICES

The IRBA requires the services of a suitably, qualified application software Service Provider to review the current framework and workflow of the Inspections Department and to identify limitations of the manual system by providing a software application/solution which appropriately addresses constraints and system shortcomings through a modern, interactive and integrated application software solution.

The successful Service Provider must be able to:

- analyse current processes and requirements of the Inspections Department and propose or develop a solution that will meet inherent requirements,
- propose or develop, supply and implement a software application solution to automate the current manual inspection workflow processes,
- propose or develop the interface with current databases and application without duplicating existing functions, by automating information sharing and reporting for internal and external use,
- provide a stand-alone software application which will allow users to work **remotely and offline**, and should make allowance for the application to synchronise the work performed offline with the software application,
- provide a secure hosting solution to allow remote access for internal users and to allow certain external stakeholders to be able to access information with limited functionality to edit and upload documents,

- provide functionality training and skills transfer and/or capacity building of the application software through a combined project team,
- enable the IRBA to maintain the content within the software application,
- provide technical software support and maintenance services,
- renew the software licenses annually and facilitate all system upgrades and software requirements,
- maintain the workflow software application, provide technical support, and transfer skills to enable the IRBA to maintain the content within the workflow software solution independently,
- provide service requirements within a sound ICT Governance framework relating to inter alia ICT Security, Change Management, ICT Risk Management and business continuity,
- a trial run must be facilitated by the Service Provider, where all system errors and enhancements are affected to the application prior to the implementation of the software solution,
- the Service Provider must be present during the “Go Live” implementation in order to assist the staff as required.

The appointed Service Provider must understand the inherent requirements of the Inspections Department’s core business processes in order to adequately assist and address the service and technical requirements of this bid.

Interested Service Providers are required to scrutinise the current high-level inspections process which is available on the following link on the IRBA website: <https://www.irba.co.za/guidance-to-ras/inspections/administration>. The website also contains the most recent public inspections reports <https://www.irba.co.za/guidance-to-ras/inspections/reports>.

3.1 CRITICAL SUCCESS FUNCTIONALITIES

The successful Service Provider must provide a software application/solution which appropriately addresses the following functional requirements:

- a) The software solution must allow for offsite web and cloud-based connectivity and technology.
- b) The potential of the workflow software solution to be scalable and allow for further customisation and functionality.
- c) The solution should have:
 - The ability to share portions of a workflow for multi-layer review and approval.
 - Report generation ability and customisation.
 - Dashboard facility to track all inspections progress/status (Overall project management feature).
- d) Document storage capability and should not be a document repository-based application but an actual workflow solution comprising of various customised workflows.

- e) Connectivity via secure encryption and must be compliant with the confidentiality requirements of Section 47(3) of the Auditing Professions Act, Protection of Personal Information Act (POPIA) and all other applicable data privacy laws and regulations of South Africa.
- f) Restricted Access to the application and ability to configure access rights and restrictions.
- g) User acceptance testing, change management, training and skills transfer is required.
- h) Sound project management protocols and communication should be observed throughout the application development.
- i) The objectives of the software application/solution require:
 - An auditable and modern interactive system,
 - ICT Security with maximum data integrity and reliability,
 - Robust and user friendly,
 - Cater for internal and external stakeholder needs,
 - Allow for integration with existing systems where applicable,
 - Provide management information and performance dashboard functionality,
 - Support all deliverables and requirements of the Inspections Department and its core business processes,
 - After-sales support to ensure optimal functionality of the system by all users, and consultants to ensure enhancements are affected timeously, as agreed between the Service Provider and the IRBA.

3.2 SUPPORT AND MAINTENANCE REQUIREMENTS

Support services refers to day to day support activities performed to resolve incidents that are logged by system users or logged through a monitoring tool or alarm and errors are generated through the system's internal monitoring capability. The Service Provider will be expected to provide technical support to manage the solution. Below are the service requirements:

- The Service Provider will be required to attend to and resolve all incidents in line with IRBA's incident management processes within a 24-hour response time, and calls logged must be resolved within 48 hours, unless approval for extension has been approved by the director;
- All incidents must be logged on the IT service desk systems.
- Incident logging procedure:
 - a) All incidents must be logged with the IRBA's service desk via email or telephonically.
 - b) The incident status must be updated regularly depending on the priority of the incidents until resolution; and
 - c) All incidents must be updated with a detailed resolution before closure. The Service Provider must notify the service desk immediately on resolution of the incident.

3.3 PROGRESS REPORTING

The successful Service Provider will be expected to provide signed, bi-weekly progress reports to the director and an IRBA project steering committee representative during the implementation stage of this project. The report must include and address the following:

- progress against the set deliverables including challenges, successes and way forward on the project,
- include supporting documentation substantiating the achieved targets and outputs,

- address all challenges experienced during the implementation process and reflect the actions taken to overcome these,
- recommendations must be made to address the way forward where system challenges are encountered,
- a final written report must be submitted two weeks after the project has been completed to close off the project. The final report should highlight the objectives which were achieved, lessons learnt, successes and recommendations captured for the project manager's review. The Service Provider include all findings and challenges experience as part of the final report,
- the Service Provider will meet with the Project Manager monthly or as and when a meeting is required.

3.4 OUTPUT DOCUMENTATION

The following project related documentation must be produced by the successful bidder on completion of the project:

- Functional Specification
- Technical Specification
- Test results
- Electronic version training manuals and one (1) hard copy
- System performance reports
- Issue log sheets
- Relevant documents are agreed between the IRBA and the Service Provider relating to the project.

4. SOFTWARE TECHNICAL REQUIREMENTS

The software application/solution must integrate and incorporate the following documentation to ensure effective automation in terms of the workflow/processes as follows:

a. Project creation and customisation:

Templates

- Product champion must be able to create and update templates periodically by adding or removing sections.

New projects based on templates

- Administrator and inspector must be able to create a new project, using a unique reference number that can be picked from a list based on existing database information, based on a predefined template (i.e. Firm-level inspection or Engagement File inspection). An engagement file inspection reference number must be linked to a firm inspection reference number.
- A created project/file should be accessible by multiple users i.e. more than one inspector can work on a project at a time.
- Information specific to the inspection must be populated from existing database data, (e.g. firm name, address, firm number, contact details and address)

i) Engagement file inspections

- The selection of the engagement file template should result in the option to generate one or more of the following workflows based on the checklist requirements. The user should be able to customise the selection in line with the following:
 - a. IFRS Checklist
 - b. Attorney Trust Checklist
 - c. Retirement Fund Checklist
 - d. Short Term Insurance Checklist
 - e. Long Term Insurance Checklist
 - f. Body Corporate Checklist
 - g. Medical Schemes Checklist
 - h. IT Audit Checklist
 - i. Banking checklists
 - j. Team leader Checklists
 - k. Quality control checklists

ii) Engagement file inspections

- The selection of the firm-level inspection template should result in the option to generate one or more of the following workflows based on the current firm inspection checklist (This will be impacted by the legislative requirements):
 - a. Governance and Leadership
 - b. Risk assessment
 - c. Relevant ethical requirements
 - d. Acceptance and continuance
 - e. Resources
 - f. Engagement Performance
 - g. Monitoring and remediation

Take-on data

- The current inspection checklists and working papers are drafted in Microsoft (MS) Excel format and reporting templates are drafted in both MS Word and MS Excel format.
- The inspection procedures (in the checklists referred to) should be referenced and embedded in the workflow application, where applicable, to enable drilldown/selective areas during creation of the project.
- Drilldown/selection function should be able to select applicable components within the firm or file checklists referred to in (2) and (3) above. For example, within the engagement file IFRS checklist the user should be able to select planning, different fieldwork sections and completion resulting in only the selected workflow section being generated and likewise for the firm inspection.
- Allow for the IFRS Financial Reviewer's to document when the option is selected and to upload documents (MS Word and Excel) and administrative documents to be uploaded and integrated into software as far as possible, such as signed engagement letters (PDF).

b. Workflow and document management requirements

- PDF and MS documents should be imported and viewed on the workflow application,

- The application must have referenced workflows and avoid any manual duplication of information entered, inter alia, where the same information relating to a client is required across multiple workflows and reports. The application must be able to link and autofill the subsequent required fields.
- Workflows should be designed in a checklist manner with responses required for each workflow in the form of “Yes”, “No” or “Not Applicable” with these responses initiating further actions such as “No” resulting in a finding form being created, referenced and logged or “Not Applicable” resulting in a comment field populated with a reason field box to be completed by the preparer.
- Compulsory questions should prompt the users to complete the questions.
- Inspectors should have the ability to indicate if a process has been completed and ready for review.
- Workflows should be designed to allow reviewers (senior inspector, team leaders and quality controllers) to raise queries and process comments to the previous user until the query is resolved. No limitation should be placed on the number of times in which queries are sent back and forth to resolve enquiries.
- The application must have the ability for a finding to be documented and linked to a process. It should have the ability for documents to be added to the process as a separate screen or for the functionality to be embedded within.
 - Findings may be added from looking up similar findings from the findings repository or by adding a new finding.
 - The finding will have:
 - a) A heading;
 - b) Description;
 - c) Linked to a section within the process;
 - d) Be rated either high, medium or low risk; and
 - e) Comments from registered auditors/firms to be imported or manually captured as detailed under Reporting and Stakeholder Reporting section below.
 - Once the finding has been finalised there should be an option to add it to the findings repository.
- Each process must have an audit trail / user matrix which reflects the user who created the process, the date in which the process has been completed, the reviewers throughout the various levels, when it was edited by the various users and when the file was archived.
- The system must make provision for multiple route and re-route capability between users and the ability to change tasks statuses for selected users.
- Document conflict management where there is simultaneous access by different users of the same document.

c. Project management

- Time capturing facility should be built into the application.
- Dashboard facility – inter alia, status and workflow tracking: number of completed versus incomplete procedures, findings count/status, Internal review note/query count/status, progress against predetermined deadlines/milestones. This dashboard capability should be accessible at a user as well as overall departmental status level

to ensure overall departmental monitoring by the director. There should be an ability to filter the status by dates.

- Notifications centre – this process requires action notification of the completed files which are ready for Team Leader review and the various quality control reviews and outstanding queries which need to be addressed. Once queries are addressed, the file will be ready for stakeholder review. In addition, the application should allow for review notes to be inserted in order to address internal queries which may arise throughout the workflows and status tracking. The review notes requirement must provide a status to be selected such as “review note active”, “cleared” or “closed”.
- The application must be able to facilitate remote access, remote review/signoff and date tracking, user profiles for access.

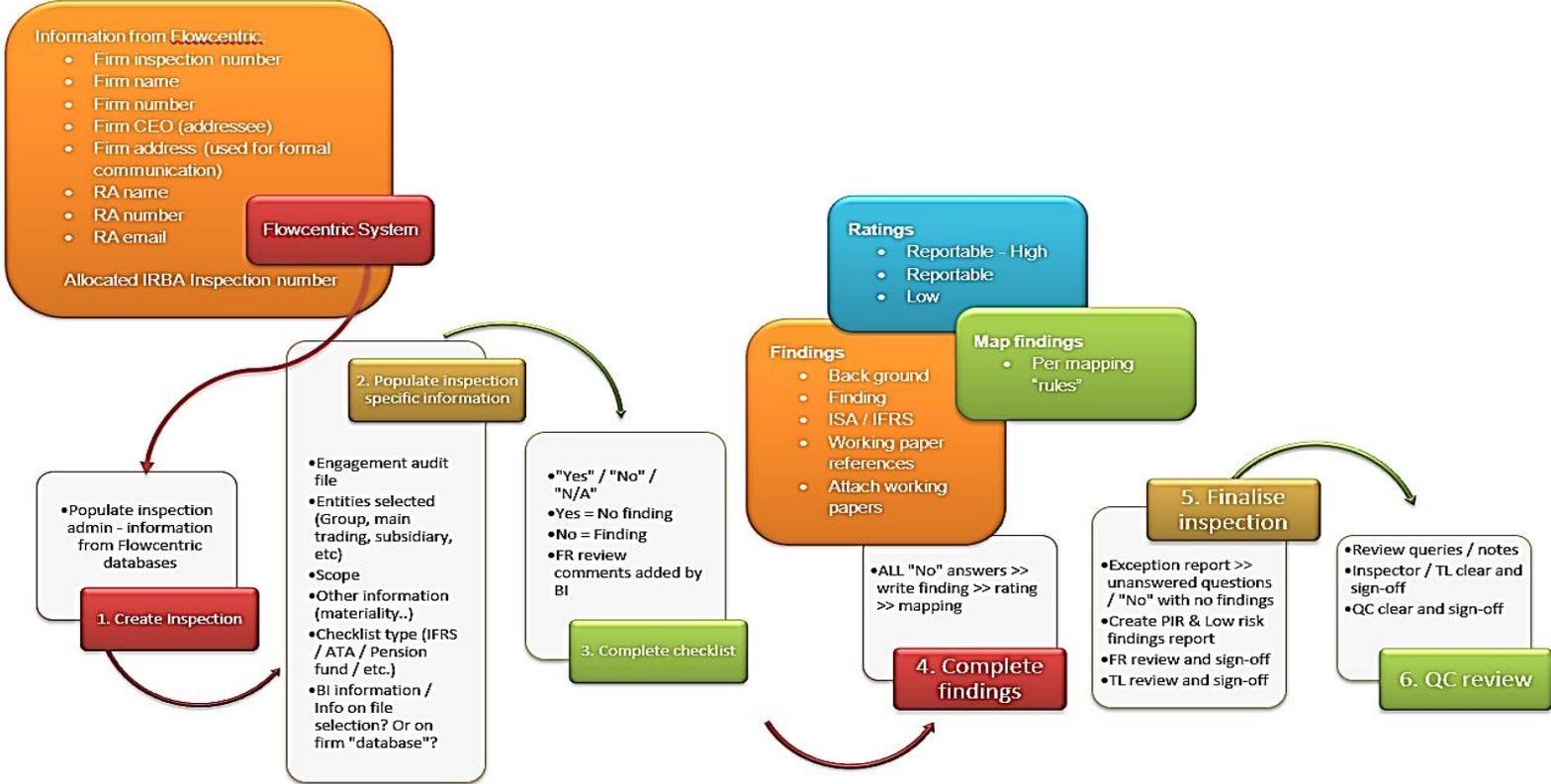
d. Reporting and stakeholder engagement

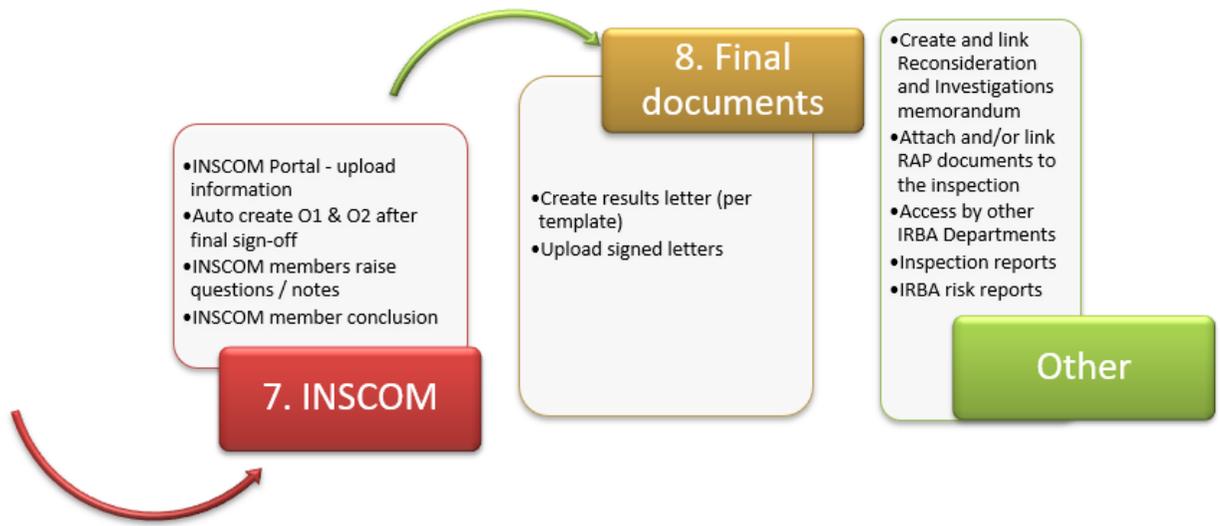
- Inspection findings must automatically pull into findings/external query reports (templates will be provided to the successful service provider) which could be emailed – through a direct email facility or exported for editing by the inspector.
- Ability to import the same report as above with responses and comments from practitioners and merge the responses with the findings.
- Deleted or removed and edited findings should be updated automatically and should be removed in the findings/query sheet.
- Once the finding/query report has been finalised by the inspector, all remaining findings and responses should automatically generate a Preliminary Inspections Report in MS Word (template will be provided) and a committee checklist (MS Excel template will be provided).
- The Preliminary Inspections Report should be editable and must display the IRBA logo with standard headers and footers.
- The application should allow for the automatic generation of an updated final report once the second and third review workflow process is completed.
- The final report should be editable, and must display the IRBA logo, standard headers and footers, and should have the option of being exported in both MS Word and PDF format.
- The software/solution must allow for final committee packs to be uploaded into the application in PDF format before the file is closed for archiving.
- The application should also be able to store knowledge database libraries onto local laptops containing various legislation and regulations from different industries, IRBA Code of Conduct, IRBA issued standards and guidelines, ISA Standards, IFRS Standards, Industry guidance, and relevant legislation as requested.
- Departmental reporting - Explore the possibility for the application to pull statistics and trend reports from across all the inspections for a specified period, i.e. using key references for findings across different completed inspection (inspection number, industry, firm category, audit firm, listed, findings count, findings theme, or key references relating to enquiries). This functionality is extremely important and will enable us to create quarterly and annual reports on all findings, classified according to key predetermined references built into the application.

5. DIAGRAM REPRESENTATION OF PROCESS FLOW:

The diagram below illustrates the process flow within the Inspections Department. The software application/solution must automate every step within the process and ensure integration with existing software. The software solution must be compliant with latest technologies, must be secure, sustainable and future ready.

It is required for the software solution to interface with the existing systems as described above, as far as possible, from a business process (*FlowCentric*) and data analytics point of view. The inspection software application/solution must extract information from FlowCentric, to populate the inspection projects, and certain defined information from the completed inspections must be transferred and stored in the FlowCentric databases. (*The information from FlowCentric which is used to populate the project on the WISA, and the information uploaded onto FlowCentric is not the same*)





6. PROPOSAL SUBMISSION REQUIREMENTS

Bidders are requested to submit a bid proposal in order for the company to be evaluated based on technical mandatory requirements.

Bidders are requested to submit proposals which consist of the sections as highlighted below:

6.1 CAPABILITY OF THE BIDDER

- a) Comprehensive CVs of the project team indicating relevant qualifications and skills experience relating to IT Governance, IT security, IT change management, Project management, Systems development and implementation and Business continuity and disaster recovery.
- a) Clear indication of the bidder's current systems and recourses.
- b) It is imperative for bidders to include relevant experience relating to this bid and demonstrate the timeframes necessary to finalise the implementation process.

6.2 TRACK RECORD AND RELEVANT EXPERIENCE

- a) Demonstrate professional IT services and proof that the company is able to render the required services of implementing software solutions.
- b) Demonstrate previous software applications/solutions developed by the bidder to reflect success rate of projects.
- c) Provide at least three (3) positive service relevant reference letters, not older than 12 months from clients (relating to relevant projects executed).
- d) Provide a list of current and previous clients.

6.3 METHODOLOGY

- a) Demonstrate how the proposed software application/solution addresses and complies with the requirements as set out in this document.
- b) Demonstrate the practicality of the proposed software application through a visual presentation.
- c) Detailed project management and training plan

7. EVALUATION OF THE BID PROPOSALS

Phase 1 – Initial screening:

During this phase, bid responses will be reviewed for the purposes of assessing compliance with RFQ requirements, including the general bid conditions that include the following, as per paragraph 8.2 below:

Service providers must comply with the minimum conditions below, if they would like their proposals to be considered:

- a) **National Treasury – Central Supplier Database (CSD):** Service providers must submit confirmation of their company or individual registration on the Central Supplier Database (CSD). The IRBA will not award any bid to a service provider that is not registered as a prospective supplier on the CSD, as required in terms of National Treasury Circular No. 3 of 2015/2016 and National Treasury SCM Instruction Note 4 of 2016/2017. The CSD registration requirement applies to all companies/individuals.
- b) Service providers must submit price quotations that are **inclusive of VAT** (if applicable) with their proposals.
- c) Submission of completed SBD 4, 6.1 forms.

Failure to comply with the requirements assessed in Phase 1 (compliance) may lead to the disqualification of bids.

Phase 2 – Technical mandatory functional requirements:

Proposal documents will be subjected to a responsiveness criteria assessment to determine which responses are compliant or non-compliant with the specifications and requirements as issued by the IRBA.

Proposals will be evaluated, in accordance with requirements listed in point 6 above, against the criteria and weights for functionality as depicted in the table below:

Service providers must be fully compliant with the below specifications; failure will result in **disqualification**. Service providers are also required by indicating in below table either Comply/Not Comply that they meet the minimum requirements and **attach supporting information as part of the proposal**.

Service providers must comply with all the technical mandatory requirements including the relevant supporting documents in order for the proposal to proceed to the next stage of the evaluation.

Table 1: Technical Mandatory Requirements

Description	COMPLY	NOT COMPLY	Comment
<p>Demonstrate how the proposed software application/solution addresses and complies with the requirements as set out in this document.</p> <p>The bidder must provide or attach a comprehensive solution or services proposal describing its capability to provide the required services with minimal disruption to end users and the business. The comprehensive proposal must address all the points identified under scope of work on page 4</p>			
<p>Provide 03 references letters/confirmation letters for which similar assignments were undertaken during the past three (03) years. Please complete Annexure A Table demonstrating previous software applications/solutions developed by the</p>			

Description	COMPLY	NOT COMPLY	Comment
bidder to reflect success rate of projects. <u>This shall include the following information:</u> a) Client name. b) Contact name and telephone number. c) Detailed description of services delivered. <u>Reference Letters must be submitted on a letterhead of the current/previous client.</u>			
Provide comprehensive CVs of the project team with relevant experience on the required services.			
Presentation			
Shortlisted bidders will be invited to do a presentation. The presentation must include but not be limited to the following: <ul style="list-style-type: none"> • Demonstrate the bidder's capabilities in responding to IRBA's scope of work. • Demonstrate the bidder's experience in the relevant area and related services by sharing at least one client's implementation process. • Q&A on technical submission. 			

NB: Failure to submit/or reflect the above mandatory requirements and conformance to the scope of work will result in non-compliance and will lead to the quotation being disqualified.

Phase 3 – BBBEE and Pricing

All bids that meet technical mandatory requirements, as per above, will be evaluated further in terms of Specific Goals and Pricing, as follows:

Criteria	Points
Specific Goals	20
Pricing	80
Total Points	100

A maximum of 20 points will be awarded to a bidder for the specific goals of people who were historically disadvantaged by unfair discrimination on the following basis :

The specific goals allocated points in terms of this tender	Number of points allocated
A. Enterprise with ownership of 51% or more by person/s who are black	10

B. Enterprise with ownership of 51% or more by person/s who are women	5
C. Enterprise with ownership of 51% or more by person/s who are youth	3
D. Enterprise with ownership of 51% or more by person/s with disability	2
TOTAL	20

Documents required for verification of points allocation:

No.	Procurement Requirement	Proof Documents
A.	Black people /Ownership	CSD Report / BEE Certificate/Sworn Affidavit
B.	Women	CSD Report/ BEE Certificate
C.	Disabled (living with disability)	CSD Report Medical Certificate / Report
D.	Youth	CSD Report
CSD Report will be used for verification of ownership percentage		

8. INDEPENDENCE

The IRBA needs to be independent from the registered auditors it regulates. As such, no bids will be considered from any entity or person that it regulates, including network firms as defined in the IRBA Code of Professional Conduct.

The successful bidder must be free from any relationship which could result in any undue influence from auditors and audit firms regulated by the IRBA.

9. SECURITY REQUIREMENTS

The Service Provider will be expected to comply with IRBA's networks and information security standards.

10. DISCLAIMER

- 11.1 Bidders must make and rely on their own investigations and satisfy themselves as to the correctness of any and all aspects of the bid. The IRBA will not be liable for any incorrect or potentially misleading information in relation to any part of this document and any accompanying bid documents.
- 11.2 The IRBA reserves the right to not appoint any particular bidder that does not comply with the conditions of this bid, or if information that could put the IRBA at risk is obtained by the IRBA about a bidder.
- 11.3 The IRBA reserves the right to cancel this bid should the budget to cover the full quote of this tender not be available at the time of awarding the bid, or if the need does not exist anymore or the specifications have changed.

11. ASSIGNMENT OF OBLIGATIONS, INDEPENDENCE AND CONFLICT OF INTEREST

- 12.1 The successful bidders:
 - 12.1.1 May not assign their own obligations;
- 12.2 Shall, in rendering services to the IRBA, maintain independence and avoid any conflict of interest;
- 12.3 Shall have systems in place for identifying and managing conflicts of interest and will be required to disclose any conflicts of interest that exist and/or may exist at any point in time;
- 12.4 Must advise the IRBA immediately when it seems like unforeseeable circumstances will adversely affect the execution of the contract. Full particulars of such circumstances, as well as the period of delay, must be furnished to the IRBA, including project team changes that may affect the quality of the service; and
- 12.5 Shall restrict the use of IRBA information and documentation for the purpose for which such information and documentation was disclosed to the bidder by the IRBA.

12. DURATION OF CONTRACT

- 13.2 A Service Level Agreement will be entered into between the successful service providers and the IRBA to manage and track the quality of services to be rendered.

13. CANCELLATION OF THE CONTRACT

- 14.1 The IRBA may, in its sole discretion, and without limitation to any of its other rights elsewhere in law, cancel the contract if the IRBA is satisfied that any person (including an employee, partner, director or shareholder of the interested company or a person acting on behalf of or with the knowledge of the interested person or firm):
 - 14.1.1 Is executing a contract with the IRBA unsatisfactorily;
 - 14.1.2 Has, in any manner, been involved in a corrupt act or offered a gift or remuneration to any officer or employee of the IRBA in connection with obtaining or executing a

contract;

- 14.1.3 Has acted in bad faith, in a fraudulent manner or committed an offence in obtaining or executing a contract;
 - 14.1.4 Has, in any manner, influenced or attempted to influence the awarding of the IRBA's bid;
 - 14.1.5 Has, when advised that his tender has been accepted, given notice of his inability to execute or sign the contract;
 - 14.1.6 Has engaged in any anti-competitive behaviour, including having entered into any agreement or arrangement, whether legally binding or not, with any other person, firm or company to refrain from tendering for this contract, or relating to the tender price to be submitted by either party; and/or
 - 14.1.7 Has disclosed to any other person any information relating to this bid, except where disclosure in confidence was necessary to obtain quotations required for the preparation of the tender; the IRBA may, in addition to any other legal recourse which it may have, cancel the contract between the IRBA and such a person and/or resolve that no tender from such a person will be favourably considered for a specified period.
- 14.2 If the IRBA is satisfied that any person is or was a shareholder or a director of a firm or company, which in terms of paragraph 14.1 is one from which no tender will be favourably considered for a specified period, the IRBA may also decide that no tender from such a person, firm or company shall be favourably considered for a specified period.
- 14.3 Any restriction imposed upon any person shall apply to any other person with which such a person is actively associated.
- 14.4 The IRBA reserves the right to unilaterally terminate the contract with the successful service provider with a notice of one month, in the event of circumstances beyond its control and that render continuation with the contract undesirable or unnecessary, without compensation to the service provider.

14. CONTRACTUAL ASPECTS

- 15.1 The contents of this document shall be deemed to constitute the Special Conditions of Contract applicable to this bid and shall be read together with the General Conditions of Contract issued in accordance with Chapter 16A of the Treasury Regulations.
- 15.2 Where, however, the Special Conditions of Contract conflict with the General Conditions of Contract, the Special Conditions of Contract shall prevail.
- 15.3 The bid document submitted by the successful service provider, together with the specifications contained in this document, shall constitute part of the Contract.
- 15.4 Service providers shall not perform any work or render any services in terms of the contract, unless they are in receipt of a written instruction to that effect from the IRBA.

15. RFQ SUBMISSION REQUIREMENTS

- 16.1 All the documentation submitted in response to this Request for (RFQ) must be in English.
- 16.2 The bidder is responsible for all the costs that it shall incur related to the preparation and submission of the bid document.
- 16.3 Bids submitted by bidders that are comprised of companies must be signed by a person or persons duly authorised thereto by a resolution of the applicable Board of Directors, a copy of which Resolution, duly certified, must be submitted with the bid.
- 16.4 The bidder should check the numbering of the pages of its bid to satisfy itself that none are missing or duplicated. No liability will be accepted by the IRBA in regard to anything arising from the fact that pages of a bid are missing or duplicated.
- 16.5 A copy(ies) of valid qualifications relevant to Software Solutions must be included in the bid response.
- 16.6 The IRBA requires one (1) electronic RFQ submission of the complete bid document supporting the criteria as stated above. The IRBA reserves the right to make additional copies, as required, for evaluation or record purposes.
- 16.7 Completed documents must be clearly marked and submitted with the correct reference and tender number.

16. PRICING SCHEDULE

- 17.1 Bidders are requested to provide the detailed pricing schedules for the required service.
- 17.2 The IRBA will not be responsible for expenses incurred by the successful service provider for operational and/or other requirements to render the services.

17. OTHER

Enquiries may be directed as follows:

Supply Chain Management Enquiries

RFQ Enquiries

Phyllis Mualusi

Email address: pmualusi@irba.co.za