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## **TERMS OF REFERENCE:**

### **THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SUPPORT TO CASE MANAGEMENT SYSTEM**

**RFQ NUMBER: 1302**

**CLOSING DATE: 14 May 2026 @11H00**

**VALIDITY PERIOD: 60 DAYS**

**NB: On the last page of this document the bidder needs to declare and indicate that they have read and understood the document in full.**

**Proposals must be emailed to [scm@companiestribunal.org.za](mailto:scm@companiestribunal.org.za)**

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## **1. INVITATION**

The Companies Tribunal is inviting suitably qualified and experienced service providers to provide application support, maintenance, enhancements, and technical advisory services for the Companies Tribunal's Case Management System (CMS).

## **2. BACKGROUND**

The Companies Tribunal (the Tribunal) is an agency of the Department of Trade, Industry and Competition (the dtic). The Tribunal is established in terms of the Companies Act No 71 of 2008 (the Act) and its role is to adjudicate on applications and make orders in terms of the Act as well as resolve disputes through mediation, conciliation and arbitration.

## **3. SCOPE OF WORK**

The Service Provider will be responsible for providing support and maintenance services, including but not limited to the following:

### **3.1 System Support and Maintenance**

- Diagnose and resolve functional or technical issues (“glitches”) within the CMS.
- Respond to logged faults and ensure timely resolution.
- Ensure availability, accessibility, and stability of the CMS.

### **3.2 Change Requests and Enhancements**

- Develop and implement approved enhancements or system changes.
- Update workflows and business processes in accordance with CT case procedures.
- Conduct impact assessments prior to changes.

### **3.3 Testing and Deployment**

- Undertake development and testing in the CT test environment.
- Conduct functional user acceptance testing (UAT) with CT business users.
- Deploy approved changes into the production environment following best practices.

### **3.4 Performance and System Optimisation**

- Fine-tune system performance.
- Implement improvements to ensure the CMS operates optimally.

### **3.5 Documentation**

- Update user manuals, process maps, and technical documentation after every system change.

## **4. DELIVERABLES**

4.1 Optimal functionality of the system

4.2 System must always run on the updated and latest version

#### 4.3 Resolution of any issue logged in a timely manner

### 5. GENERAL REQUIREMENTS

- The bidders must submit a detailed company profile, detailing the history and years of relevant experience.
- Provide a list of clients and projects where similar services were rendered in the past.
- CVs of the project manager and the team to be responsible for handling the Tribunal portfolio.
- Demonstrate Ability to perform scope of work and deliverables as detailed in section three (3) and four (4).
- Contact details of at least five references from among recent clients with whom a similar job has been conducted

### 6. EVALUATION PROCESS

The Tribunal will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act. No. 5 of 2000 (PPPFA). 3 phase evaluation criteria will be considered in evaluating the bid as follows:

#### a. Phase 1: Pre-Qualification Criteria (Mandatory requirements)

This stage checks and validates the bidder's compliance with legal requirements to conduct business with the government of South Africa.

All proposals duly lodged will be examined to determine compliance with bidding requirements and conditions (completion and attachment of compulsory documents). NB: No points will be allocated to this stage; however, bidders that do not comply with the Mandatory requirements below will be disqualified and will not advance to the next stage of evaluation.

<b>Pre-Qualification Requirements</b>		<b>Check list</b> √ Tick each box
SBD 1:	Completed, attached and signed	
SBD 3.1:	Completed, attached	
SBD 4:	Completed, attached and signed	
SBD 6.1:	Completed, attached and signed	
Terms of Reference document: Completed, attached and signed		
General Conditions of Contract: Initialled and attached		
Proof of registration on Central Supplier Database (managed by National Treasury) a report <b>not older than a month of the date of submission</b> must be submitted		

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**Note: All SBD forms must be submitted (signed) noting where it is not applicable. If any specific SBD form is not submitted, documentary proof clearly stating the reasons must be attached.**

*Failure to adhere to the above conditions will invalidate the proposal.*

Bidders must also supply the following documents (where applicable).

Other Requirements	Check list √ Tick each box
Valid B-BBEE Certificate or (attach certified copy) or Sworn Affidavit	
Company Registration documents	

**b. Phase 2: Functional/Technical Evaluation**

Only bidders that have met the pre-qualification criteria will be evaluated for functional evaluation. In this phase the evaluation will be based on the bidder's responses in respect of the bid proposal. Prospective bidders who score a minimum of 80 points or more will be considered for the next phase 3 (Pricing and Specific Goals).

All proposals will be evaluated for functionality as follows:

Technical (Functionality) proposal	Weight	Score	Total
<p><b>1 Company Information and relevant experience:</b></p> <p>Company profile demonstrating experience in system/application and database development, maintenance, and K2 Workflow support.</p> <ul style="list-style-type: none"> <li>• 0 – 5 years = <b>5 points</b></li> <li>• 6 – 10 years = <b>15 points</b></li> <li>• 11 years and above = <b>25 points</b></li> </ul>	<b>25</b>		

Technical (Functionality) proposal		Weight	Score	Total
2	<b>Competency requirements:</b> <b>List of similar projects (especially in government) supported with evidence.</b> <ul style="list-style-type: none"> <li>• Up to 5 = <b>10 points</b></li> <li>• Up to 10 = <b>20 points</b></li> <li>• Up to 15 = <b>30 points</b></li> </ul>	30		
3	<b>Project Team</b> <ul style="list-style-type: none"> <li>• Provide CV's and certified qualifications of the proposed team with minimum of 5 years of experience.</li> </ul>	15		
4	<b>Methodology:</b> <ul style="list-style-type: none"> <li>• Demonstrate Ability to perform scope of work and deliverables as detailed in section three (3) and four (4) <ul style="list-style-type: none"> <li>• Ability to provide support within 4 hours of the request</li> <li>• Ability to commence duties within one week of appointment</li> </ul> </li> </ul>	15		
5	<b>Reference Letters:</b> <ul style="list-style-type: none"> <li>• Provide Five(5) written and contactable reference letters from clients where a similar service has been rendered.</li> </ul>	15		
<b>Total technical points</b>		<b>100</b>		
<b>Minimum threshold for technical (functionality)</b>		<b>70</b>		

A point scoring system would be utilized as follows:

Score	Description
1	Does not meet requirements, or no information supplied.
2	Meet some of the requirements
3	Almost meet all requirements
4	Fully meet all requirements
5	Exceeds all requirements

### c. Phase 3: Price and Specific Goals

- All quotations up to the rand value of R 50 000 000.00 including all applicable taxes will be evaluated on the 80/20 principle as prescribed by the Preferential Procurement Policy Framework Act 5 of 2000 and its Regulations.
- **NB** - Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their bids to substantiate their specific goal as stated below. However, Bidders who do not submit B-BBEE Status Level Verification Certificates do not qualify for specific goals points, but they will not be disqualified from the bidding process.
- The lowest acceptable price will score 80 points, the 20 specific goals points will be allocated as follows:

<b>SPECIFIC GOAL</b>	<b>TOTAL POINTS</b>
<b>Percentage (%) Black Ownership</b>	<b>Points (10)</b>
91-100	10
81-90	9
71-80	8
61-70	7
51-60	6
41-50	5
31-40	4
21-30	3
11-20	2
1-10	1
0	0
<b>Percentage (%) Ownership By Women</b>	<b>Points (4)</b>
81-100	4
51-80	3
31-50	2
1-30	1
0	0
<b>Percentage (%) Ownership By Youth</b>	<b>Points (4)</b>
81-100	4
51-80	3
31-50	2
1-30	1
0	0

SPECIFIC GOAL	TOTAL POINTS
<b>Percentage (%) Ownership By People living With Disability</b>	<b>Points (2)</b>
51-100	2
1-50	1
0	0

## 7. VALIDITY OF PROPOSALS

- The Supplier is required to confirm that it will hold its proposal valid for **60 days** from the closing date of the submission of proposals.
- In exceptional circumstances, CT may solicit the bidder's consent to an extension of the period of the validity of the bid. The request and responses thereto shall be made in writing.

## 8. PROPOSAL SUBMISSION REQUIREMENTS

- All compulsory documents as stated under point 6 above.
- The bid proposal as per point 3 above
- In case of joint ventures, bidders must provide a clear agreement regarding joint venture/consortia.
- A trust, consortium or joint venture must submit a consolidated B-BBEE status level verification certificate.
- No late bids will be considered.
- It is the bidder's responsibility to ensure that the bid is sent to the correct physical address and that it is received by CT before the closing date and time in CT's dedicated tender box or physical address. The office hours are 08h00 to 16h00 from Monday to Friday, except on public holidays.

Proposals must be emailed to [scm@companiestribunal.org.za](mailto:scm@companiestribunal.org.za)

## 9. PRICING

- Only a firm pricing schedule will be accepted for this tender (Completed form SBD 3.1)
- The quoted price should be in South African Currency and must include all taxes.
- The quoted price must be valid for a period of 60 days from the closing date of the bid.
- The Tribunal will not be liable for any cost incurred in the preparation of proposals.

- Payment will be made within 30 days after receipt of the valid original tax invoice.

## 10. DISCLAIMER

The Tribunal reserves the right to

- Award the contract or any part thereof to one or more service providers
- Reject all bids
- Decline to consider any bids that do not conform to any aspect of the bidding process
- Request further information from any service provider after the closing date, for clarification purpose
- The Tribunal reserves the right at any time to visit the premises of the bid proposer if deemed necessary to ensure security of the information.
- Any false declaration of information will result in the exclusion of the bid proposal from consideration.

## 11. NOTES TO BIDDERS

This section outlines basic requirements that must be met. Failure to meet these requirements or part thereof may result in your proposal being excluded from the evaluation process


- Proposal documents must be submitted to the Tribunal
- The Tribunal will not be liable for any cost incurred by the bidder in the preparation of proposals
- Evaluation of proposals will be carried out by the Tribunal. The Bid Evaluation Committee will, if necessary, contact bidders to seek clarification on any aspect of the proposals.
- Service providers must sign the register at the reception when the proposal is submitted

## 11. ENQUIRIES

**Technical:** Kaykay Sebokoane (012) 394 3587 OR e-mail to [ksebokoane@companiestribunal.org.za](mailto:ksebokoane@companiestribunal.org.za)

**Supply Chain Management:** Dikeledi Rathlogo (012) 394 3680 OR email [SCM@companiestribunal.org.za](mailto:SCM@companiestribunal.org.za)

**12. APPROVAL**

Approval			
	Name and Title	Signature	Date
Approved by:	MI MATHATHO ACOO	 Irene Mathatho 2026-04-22 23:39+02:00	22/04/2026

**13. DECLARATION BY THE BIDDER**

I, ..... (Full names) the undersigned certify that the information provided is true and correct, and understood the contents of the document in full.

SIGNATURE :

DATE: