



REQUEST FOR BIDS

BID DETAILS

BID NUMBER:		FB SETA (23-24) T0007
CLOSING	Date:	05 March 2024
	Time:	12:00 pm
DESCRIPTION:		THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO DESIGN, DEVELOP, IMPLEMENT, MAINTAIN AND SUPPORT DATA WAREHOUSE WITH BUSINESS INTELLIGENCE SOLUTION FOR THE PERIOD OF THREE (3) YEARS.
TECHNICAL QUERIES		Lunga Mokoena
EMAIL ADDRESS:		scm@foodbev.co.za
COMPULSORY VIRTUAL BRIEFING SESSION:		Date: 16 February 2024
Time		12:00 pm
Validity Period		120 Days

DETAILS OF BIDDER

Organisation/individual:

.....

Contact person:

.....

Telephone/ Cell number:

.....

E-mail address:

.....

TOTAL BID PRICE (inclusive of VAT)

.....

GLOSSARY

AWARD	Conclusion of the procurement process and final notification to the effect to the successful bidder
B-BBEE	Broad-based Black Economic Empowerment in terms of the Broad-based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003) and the Codes of Good Practice issued thereunder by the Department of Trade and Industry
BID	Written offer in a prescribed or stipulated form in response to an invitation by FOODBEV SETA for the provision of goods, works or services
CONTRACTOR	Organisation with whom FOODBEV SETA will conclude a contract and potential service level agreement subsequent to the final award of the contract based on this Request for Bid
CORE TEAM	The core team are those members who fill the non-administrative positions against which the experience will be measured.
DTI	Department of Trade and Industry
EME	Exempted Micro Enterprise in terms of the Codes of Good Practice
GCC	General Conditions of Contract
FOODBEV SETA (FBS)	Food and Beverage Manufacturing Sector Education and Training Authority
ORIGINAL BID	Original document signed in ink, or Copy of original document signed in ink,
ORIGINALLY CERTIFIED	To comply with the principle of originally certified, a document must be both stamped and signed in original ink by a commissioner of oaths.
SCM	Supply Chain Management
SLA	Service Level Agreement
SCHEDULE 3A ENTITY	As per the classification by National Treasury these refer to other National public entities

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TENDER NUMBER: FB-SETA (23-24) T0007

THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO DESIGN, DEVELOP, IMPLEMENT, MAINTAIN AND SUPPORT DATA WAREHOUSE WITH BUSINESS INTELLIGENCE SOLUTION FOR THE PERIOD OF THREE (3) YEARS.

SECTION A

1. INTRODUCTION

The Food and Beverages Manufacturing SETA ("FoodBev SETA") is a Schedule 3A Public Entity established in terms of the Skills Development Act 97 of 1998. FoodBev SETA is currently operating in Johannesburg at Number 7 Wessel Street, Rivonia Sandton. FoodBev SETA's function is to promote, facilitate and incentivize skills development in the Food and Beverages Manufacturing Sector. FoodBev SETA is one of the 21 Sector Education and Training Authorities (SETAs) across the economy mandated to implement the National Skills Development Plan (NSDP) outcomes.

2. BACKGROUND

Foodbev SETA invites qualified and experienced service providers to submit proposals for the design, development, implementation, and maintenance of a comprehensive data warehouse with a business intelligence solution for a period of three (3) years. Foodbev SETA is a dynamic organization operating in the food and beverage manufacturing sector. The organization requires a state-of-the-art data warehouse to efficiently store, manage, and analyse large volumes of data, facilitating strategic decision-making and enhancing overall operational efficiency.

3. Scope of Work

3.1. The selected service provider shall undertake the following tasks, amongst others:

- a)** Design and developing a detailed scalable data warehouse architecture and secure infrastructure tailored to FoodBev SETA requirements.
- b)** Conducting a thorough analysis of Foodbev SETA's data requirements.
- c)** Ensure the integration of data from various sources, including internal and external systems into the warehouse.
- d)** Implement a robust data extraction, transformation, and loading (ETL) processes to ensure data integrity and accuracy.
- e)** Designing and implementing a user-friendly business intelligence solution.
- f)** Create a user-friendly and intuitive dashboards and reports for effective data visualization and analysis.
- g)** Integrating data from different sources to provide a comprehensive analytics and view for decision-makers.
- h)** Develop comprehensive standard operating procedures for end users.
- i)** Provide training to Foodbev SETA staff for effective utilization of the data warehouse and business intelligence solution.
- j)** Establish a robust maintenance and support processes for ongoing system optimization ensuring a smooth functioning of the data warehouse and business intelligence solution.
- k)** The designed and developed data warehouse must comply with relevant data security and regulative compliance requirements.

3.2. Additional information to bidders:

- (a) Foodbev SETA uses Microsoft environment (Windows, M365, Azure).
- (b) The contracted services shall be for a period of three (3) years.
- (c) The implementation of the proposed solution must be completed within reasonable timelines from date of signature of the service level agreement. The bidder proposal should include a draft Service Level Agreement (SLA) outlining:
 - Service standards for system availability, performance, and responsiveness.
 - Timelines for issue resolution and system updates.
 - Procedures for data backup and disaster recovery.
 - Reporting mechanisms and frequency for system performance and usage.
 - Terms and conditions for ongoing maintenance and support.
 - Escalation procedures for critical issues.
- (d) Comprehensive pricing is required, indicating the following broken into monthly and yearly and indicate escalations:
 - A detailed costs per month for the data warehouse cloud infrastructure.
 - A detailed price for all the **licenses** to be required.
 - A detailed price for **once-off implementation** fees, if any.
 - A detailed price for **maintenance and support** per FoodBev SETA appointed service provider.
 - **Any other costs** that will be required for this project including detail of services that will be provided and billed for in addition to the standard offerings proposed or requested in the scope of work.
 - All prices must be quoted in South African Rands (ZAR) and must be inclusive of VAT.
 - Provide an allowance for increase in capacity-based services or those services based on the number of FoodBev SETA officials. Such allowance must be clearly marked in the price quotation.

SECTION B

4. THE BID EVALUATION PROCESS

The following evaluation criteria will be adhered to:

- **Stage 1:** Mandatory Criteria – bidders will first be evaluated in terms of procurement compliance that is meeting minimum requirements. Bidders who do not fulfil all the requirements or do not submit required documents using the required format, will not move onto the next stage of evaluation.
- **Stage 2:** Functionality – Functionality points are equal to 100 points. Bidders are required to achieve a **minimum score of 70.00 points** on functionality evaluations in to qualify to be evaluated on BBBEE & Price. All bidders who do not score the minimum points will be disqualified.
- **Stage 3:** Price and specific goals and this will be evaluated on an 80/20 preferential procurement principle.

4.1. Administrative Requirements:

Description of the criteria	<p>a) Bid Submission Format</p> <p>i) The Potential bidder must submit three (3) bid proposals as follows: Two (2) Hard copies and one (1) electronic copy in PDF format saved on a memory stick, clearly marked, and indexed.</p>
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	ii) Bid proposals must be properly bonded, punched and numbered in line with the response format detailed in section 4 of this bid document.
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4.2. STAGE 1: Mandatory Criteria:

Description of the criteria	<p>a) Attendance of compulsory briefing session. A virtual briefing session will be held from (12:00) to (13:00) via Microsoft Teams. Interested bidders must RSVP (with the bid reference number as the subject of the email) two days before the session to the email below: scm@FoodBev.co.za</p> <p>b) The bidder must be at least/minimum Microsoft partner in Data Warehouse Migration to Microsoft Azure specialization. Evidence of partnership must be submitted with the proposal.</p>
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Failure to comply with the mandatory requirements will result in the rejection of the bidder's submission.

4.3. STAGE 2: FUNCTIONALITY EVALUATION

Bids that do not comply with the mandatory requirements will not be considered further for functionality evaluation.

FUNCTIONAL CRITERIA	SCORE	WEIGHT
1. METHODOLOGY AND APPROACH		
Bidders must submit a comprehensive technical proposal where the bidder is required to demonstrate the understanding and response to scope of work (as detailed above), methodology, implementation plan and the approach on how the project will be managed through its entire life cycle. Additional consideration will be given to extra value adds proposed over the stated scope of work.		20.00
✓ Excellent (all and above scope of work components are covered in detail)	20.00	
✓ Very Good (all and above scope of work elements are covered but not in detail)	15.00	
✓ Good (Some elements are explained in detail)	10.00	
✓ Average (elements indicated are unrelated or not according to the scope of work)	05.00	
✓ Poor (none of the elements within the submitted proposal were presented by the bidder)	0.00	
2. BIDDER TRACK RECORD		WEIGHT
The bidders must provide testimonial/reference letters from contactable clients (excluding FoodBev), on the provision of similar services. Each reference letter to qualify must demonstrate, at least and in line with the- scope of this tender. The reference letter must be on the bidder's client's letterhead, duly signed by the authorized person, reflecting the work/services done by the bidder in line with the scope of work (as detailed above), level of performance provided by the bidder on the work/services.		40.00
The experience must indicate level of proficiency in the following, amongst others: <ul style="list-style-type: none"> • Experience in designing, developing, and implementing data warehouse with business intelligence solutions. • Proficiency in relevant technologies such as SQL, ETL tools, data visualisation tools (eg power BI, tableau) and cloud platforms (eg AWS, Azure) • Capacity to customise solutions align with an entity business requirements. 		
✓ Three (3) or more reference letters	40.00	
✓ Two (2) reference letters	20.00	
✓ Less than two (2) reference letters	0.00	

3. PROJECT TEAM EXPERIENCE		WEIGHT
<p>Bidders are required to provide detailed resumes for all project team members, along with copies of their qualifications. The resumes should explicitly showcase each member's experience, years of expertise, and specialized areas. The following essential team members will be assessed during the evaluation process.</p> <p>Please note that the specification of these minimum team members does not imply exclusivity; additional team members beyond these minimum requirements may contribute to the project's success. Therefore, bidders are encouraged to include and highlight all team members crucial for the project's success, going beyond the minimum team members outlined here. The project team organogram must be included with the proposal.</p>		40.00
<ul style="list-style-type: none"> ▪ Project Manager: ▪ NQF 7 IT related qualification, more than seven years' experience in delivering similar ICT solutions, plus relevant PM certification(s) = 10.00 points ▪ NQF 7 IT related qualification, four to seven years' experience in delivering similar ICT solutions, plus relevant PM certification(s) = 5.00 points ▪ Any that does not meet the above = 0.00 points 	10.00	
<p>i. Data or Solutions Architect:</p> <ul style="list-style-type: none"> ▪ NQF 7 IT related qualification, more than seven years' experience, plus relevant Architecture certification(s) = 10.00 points ▪ NQF 7 IT related qualification, four to seven years' experience, plus relevant Architecture certification(s) = 5.00 points ▪ Any that does not meet the above = 0.00 points 	10.00	
<p>ii. Business Intelligence Developer:</p> <ul style="list-style-type: none"> ▪ NQF 7 IT related qualification, more than seven years' experience, plus relevant BI certification(s) = 10.00 points ▪ NQF 7 IT related qualification, four to seven years' experience, plus relevant BI certification(s) = 5.00 points ▪ Any that does not meet the above = 0.00 points 	10.00	
<p>iii. ETL Developer:</p> <ul style="list-style-type: none"> ▪ NQF 7 IT related qualification, more than seven years' experience, plus relevant certification(s) = 5.00 points ▪ NQF 7 IT related qualification, four to seven years' experience, plus relevant certification(s) = 2.00 points ▪ Any that does not meet the above = 0.00 points 	5.00	
<p>iv. Business Analyst:</p> <ul style="list-style-type: none"> ▪ NQF 7 IT related qualification, more than seven years' experience, plus relevant certification(s) = 5.00 points ▪ NQF 7 IT related qualification, four to seven years' experience, plus relevant certification(s) = 2.00 points ▪ Any that does not meet the above = 0.00 points 	5.00	
Total		100.00

Note: the minimum score for functionality is 70.00 points.

- Please note that the Evaluation Committee will use their own discretion to assess quality of all bid proposals received in relation to above functionality criteria and may further verify information submitted from relevant sources/your clients and use their own discretion to score the bidders proposal accordingly.
- It is the responsibility of the bidder to seek clarity by enquiry before submission of the final bid, where the criteria are construed to be ambiguous or confusing. Should there be a difference of interpretation between the bidders and FoodBev SETA, the SETA reserves the right to make a final ruling on such interpretation.

5. STAGE 3: PREFERENCE POINTS SYSTEM

- a. The 80/20 preference points system will be utilized for this bid. This preference points system is for the acquisition of goods or services with a Rand value up to R50 million as follows:

Criteria	Means of Verification	Points
Price	Proposed Bid Price	80.00
Preference Points	Specific Goals	20.00
Total Points		100.00

5.1. Specific Goals

- a. The following allocation will determine the specific goals (20.00 points) for this tender process:

Category	% Allocation for each category	Points allocated
Black People Ownership (> 51% blacks)	50%	10.00
Woman Ownership	40%	6.00
Youth ownership	10%	4.00
Total	100%	20.00

- b. Bidders must submit the following documents as a means of verification for specific goals:
- CIPC documents (company registration documents),
 - A certified copy of the B-BBEE certificate (or an original affidavit signed by a Commissioner of Oaths regarding the B-BBEE status), and
 - Submission of proof of the bidder's registration on the CSD (Full report)
- c. Bidders who fail to submit the mandatory documents will not qualify for points allocated for specific goals.

5.2. Pricing Special Conditions

- Pricing Schedule: In terms of General Conditions of contract, the price schedule remains unchanged for the duration of the contract with FBS accepting no changes, extensions, or additional ad hoc costs to the pricing conditions of the contract with the exception of any price adjustments approved in the Special Conditions of Contract for pricing set out below:
- FoodBev SETA applies the transactional fee model to deliver the best possible cost-effective solution. The transaction fee must be a fixed amount per service linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers.

- iii. Estimated quantities/volumes: The FBS provides estimated quantities of what its requirements and estimated timing during the contract period for bidders to establish their pricing. The FBS may require quantities above or below these estimates during the current period with the actual quantity and time of delivery being determined when such quantities are needed.
- iv. Total bid price: For bidding purposes the total unit price will be used to establish the total bid price for comparing price offers of bidders.
- v. The FoodBev SETA may require a breakdown of rates on any of the items priced and bidders are required to provide same.
- vi. The bidder must include all transaction types that they anticipate incurring that might not be included in the list of scope of works.

SECTION C

6. TENDER SUBMISSION INSTRUCTIONS

- 6.1.** Tenders should be submitted in triplicate consisting of Two hard copies (one original and one copy) and one electronic copy, all bound in a sealed envelope endorsed, **BID No: FB-SETA (23-24) T0007: The appointment of a suitable service provider to design, develop, implement, maintain and support data warehouse with business intelligence solution for the period of three (3) years.** The sealed envelope must be placed and be deposited in the FoodBev SETA Tender Box, Ground Floor, 7 Wessels, Rivonia, Sandton, 2128 no later than closing time and date.
- 6.2.** Bids must be submitted in a prescribed response format herewith enclosed as 'Response Format'.
- 6.3.** The closing date, company name and the return address must also be endorsed on the envelope.
- 6.4.** If a courier service company is being used for delivery of the tender document, the tender description must be endorsed on the delivery note/courier packaging and the courier must ensure that documents are placed / deposited into the tender box. FoodBev SETA will not be held responsible for any delays where tender documents are handed to the FoodBev SETA Receptionist and/or arrives late.
- 6.5.** **Courier Company should indicate on the submission register who they are submitting on behalf of.**
- 6.6.** **No bids received by telegram, telex, email, facsimile, or similar medium will be considered.**
- 6.7.** Where a tender document is not in the tender box at the time of the tender closing, such a tender document will be regarded as a late tender. FoodBev SETA reserves the right not to consider/evaluate any late tender response.
- 6.8.** All the documentation submitted in response to this bid must be in English.
- 6.9.** The bidder is responsible for all the costs that they shall incur related to the preparation and submission of the tender document.
- 6.10.** Bids submitted by bidders must be signed by a person or persons duly authorised thereto by a resolution of a Board of Directors (if applicable), a copy of which Resolution, duly certified be submitted with the Tender.
- 6.11.** Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by FoodBev SETA regarding anything arising from the fact that pages are missing or duplicated.
- 6.12.** A valid tax clearance certificate or confirmation of pin must be included in the bid response.
- 6.13.** A copy(s) of certificates from the organizations/ bodies that the bidder is affiliated to must be included in the bid response.
- 6.14.** FoodBev SETA reserves the right to call bidders for further presentation of their service or perform due diligence before awarding.
- 6.15.** The FoodBev SETA reserves the right to conduct supply chain due diligence process, including site visits and inspections at any time during the bidding and contract period.

7. RESPONSE FORMAT

7.1. The soft and hard copy responses from all bidders must be prepared in line with the following section:

7.2. Bidders shall submit their responses in accordance with the response format specified below (each schedule must be clearly marked, indexed and /or numbered):

7.2.1. Cover Page: The cover page must clearly indicate the bid reference number, bid description and the bidder's name.

7.2.2. Schedule 1:

- a. Executive Summary/Cover Letter – The cover letter should be brief (not more than two pages maximum). Describe why your company/consortium considers it to be best qualified to achieve any of the services listed in scope of work.
- b. Brief company profile (Five pages maximum)
- c. List of relevant contracts completed within the past five years.
- d. References from each respective in relation to the above listed contracts.
- e. Qualifications and Experience – This section shall contain relevant information on qualifications and experience related to the relevant profession.
- f. List of Project Personnel – This list should include the identification of the contact person who will have primary responsibility for the FoodBev SETA contracts, other personnel to be used for project planning, documentation, and supervision, including partners and/or sub-consultants.
- g. Signature Requirements: All bids must be signed. A bid may be signed by an officer or other agent of a registered vendor, if authorised to sign contracts on its behalf; a member of a consortium or joint venture or other agent authorised by a Power of Attorney. The name and title of the individual(s) signing the bid must be clearly shown immediately below the signature.
- h. Rejection of bids: FoodBev SETA reserves the right not to proceed with the award of the proposal.
- i. Section 5 of this tender document (duly completed and signed)

7.2.3. Schedule 2:

- a. Valid tax clearance certificate or confirmation of pin.
- b. Originally Certified copies of the bidders CIPC / or company registration documents listing all members with percentages, in case of a CC. Or latest certified copies of all share certificates in case of a company.
- c. Original certified copy of the company's professional accreditation (not a copy of a certified copy)
- d. Certified ID copies of all directors.
- e. A certified copy of the B-BBEE certificate (or an original affidavit signed by a Commissioner of Oaths regarding the B-BBEE status)
- f. Submission of proof of the bidder's registration on the CSD (Full report)

Note: If a Consortium, Joint Venture or Subcontractor, the documents listed above must be submitted for each Consortium/ JV member or subcontractor. A consolidated B-BBEE certificate is required for Joint Venture bidders.

8. AUTHORISATION

*The **Bid Adjudication Committee (BAC)** hereby confirms that the information included in this bid document is agreed upon by all members, compliant, accurate and complete.*

SIGNATORIES:

Approval by the BAC Chairperson: Mr Magugu Maphiwa

Signature: _____ Date: _____

Noted by the CEO: Ms Nokuthula Selamolela

Signature: _____ Date: _____

9. ANNEXURES

9.1. ANNEXURE A - COMPLIANCE DOCUMENTS AND CONDITIONS TO TENDER

9.2. ANNEXURE B – SBD FORMS

9.3. ANNEXURE C – GENERAL CONDITIONS OF CONTRACT (GCC)