

REQUEST FOR QUOTATION (RFQ)

APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT THE ANNUAL IRBA STAKEHOLDER PERCEPTION SURVEY TO BENCHMARK AGAINST PREVIOUS STUDY RESULTS OVER A PERIOD OF TWO YEARS

RFQ NO.: IRBA/RFQ/EXECUTIVE/STAKEHOLDER
PERCEPTIONSURVEY/08/2024

CLOSING DATE & TIME: 09 September 2024 @ 12h00PM

RFQ VALIDITY PERIOD: 60 working days (from the RFQ closing date)

RFQ DESCRIPTION: Appointment of a service provider to conduct the annual IRBA stakeholder perception survey to benchmark against previous study results over a period of two years.

1. Bidders 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 document.
2. This quotation is subject to the General Conditions of Contract and, where applicable, any other special conditions of contract.
3. Kindly note that the quotations should be submitted as follows:
 - a) Via an electronic submission and be emailed to sngcobo@irba.co.za before or on the closing date and time of this RFQ. Email sizes have been restricted to 35MB per email.
 - b) Responses must be submitted in an electronic format only and be emailed to the dedicated email address, as provided herein. Those sent to any other email address, other than the one specified herein, will be disqualified and not considered for an evaluation. So, 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.
 - c) All questions must be emailed to sngcobo@irba.co.za on or before 03 September 2024.
4. Service providers must not have any links to an audit firm (or network firm) nor any individual registered with the IRBA.
5. Late quotations will not be accepted.

TERMS OF REFERENCE

APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT THE ANNUAL IRBA STAKEHOLDER PERCEPTION SURVEY TO BENCHMARK AGAINST PREVIOUS STUDY RESULTS OVER A PERIOD OF TWO YEARS

The Independent Regulatory Board for Auditors (IRBA) invites suitably qualified service providers to submit proposals with quotations to conduct the bi-annual IRBA stakeholder perception survey to benchmark against previous study results over a period of two years. The pricing should be in accordance with the minimum required specifications set out below.

1. BACKGROUND OF THE IRBA

The IRBA was established in terms of Section 3 of the Auditing Profession Act 26 of 2005, as amended (APA), which had an effective date of 1 April 2006. The objectives of the Act, as set out in Section 2, are as follows:

- a) To protect the public in the Republic by regulating audits performed by registered auditors.
- b) To provide for the establishment of an Independent Regulatory Board for Auditors.
- c) 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.
- d) To set out measures to advance the implementation of appropriate standards of competence and good ethics in the auditing profession.
- e) To provide for procedures for disciplinary action in respect of improper conduct.

2. BACKGROUND TO THE INVITATION

- a) The IRBA is a statutory body and regulator of Registered Auditors (RAs), and what we are marketing is intangible. It is trust, based on feelings and experience as well as the audience's own value systems.
- b) It exists to regulate the training and oversight over the work of RAs in the public interest with the objective of protecting investors and creating an ethical environment in which auditors can deliver trust in financial reporting.
- c) Public trust in the IRBA and RAs has been severely damaged by high profile scandals where auditors were either directly or indirectly implicated in large scale fraud, state capture and corporate failures, creating the need for reputation management on the back of the challenges faced by the IRBA and the auditing profession.

- d) The regulator can only build trust in its mandate, processes, and quality of oversight, and the auditing profession must also respond appropriately to rebuild trust and its reputation.
- e) In 2022, the new IRBA brand was launched, it was designed to suit digital applications, but more than that it was intended to signal a new IRBA, with a change of strategic focus. The marketing strategy was based on the Trust Quotient theory and the new brand's intention was to build warm trust with all stakeholders; this is a significant change to the old brand, values, behaviours and actions which have become deeply rooted in cold trust
- f) Prior to the launch of the new IRBA brand, a quantitative brand gap analysis of perceptions of the IRBA brand, values and mission and delivering on the brand promise was conducted. The purpose of the perception survey was to determine where the IRBA brand experience was in the minds of its stakeholders and inform the IRBA of their priorities and needs to feed into the organisational strategy and performance areas for the IRBA.
- g) The brand was mapped according to functional and personality characteristics giving direction to the stakeholder engagement and marketing strategies and the development of seven key brand insights which are now embedded in the organizational and individual KPIs.
- h) The IRBA now requires a follow up stakeholder perception study to be conducted to assess and compare how the stakeholder perceptions have changed and whether we have progressed in previously identified key areas which our stakeholders communicated was important to them.
- i) The intention of the stakeholder perception study is to quantitatively measure the IRBA's reputation and how it aligns to the brand vision, mission, values, purpose and behaviours, as well as take into account the results of the first benchmark study and draw comparative analysis, demonstrating any changes in stakeholder perceptions and progress in the identified priority areas. It is required that the quantitative survey be designed in such a way that an identical and comparative follow up stakeholder perception study can be conducted by the IRBA in the subsequent year.
- j) The initial qualitative research conducted in 2022 will provide the insights on how the IRBA identified the need to move to warm trust.

3. SCOPE OF WORK

The IRBA seeks to appoint a service provider to conduct the annual IRBA stakeholder perception survey to benchmark against previous study results over a period of two years. In order to fulfil this task, the service provider will have to:

- a) Understand the background to the invitation as explained above.

- b) Review and understand the research outcomes of previous and current projects that give insights into the brand perception and areas of weakness which built cold trust instead of warm trust. The marketing strategy documents including the IRBA Brand Journey presentation, the current IRBA five-year strategy document, the stakeholder priority groupings, and the brand insights and stakeholder maps will be provided as background.
- c) Develop and present a proposed research methodology on the behaviours and criteria that best match the desired outcome of warm trust, to be conducted across internal and external stakeholders.
- d) The study should be constructed in such a way as to be able to drill down into demographic stakeholder groups such as: other regulators, academia, university students, registered auditors, international stakeholders and employees amongst others. The stakeholder priority groupings will be provided. On appointment, the IRBA will provide the database of contacts to be surveyed. This is strictly to be used for this study only.
- e) The study must include an employee engagement score.
- f) The service provider should also have an established database of contacts that align to the IRBA's audience demographics.
- g) The stakeholder perception survey study should run in the month of September 2024 and completed with results available by end of October 2024 to inform the IRBA new five-year strategy which is currently under development.
- h) Should your proposed methodology and approach be selected as the winning bid, you will be required to formulate the study from identifying warm trust criteria, formulating questionnaires, running the survey, collating the results and providing a drill down report which allows the IRBA to refer to specific groups of stakeholders, as well as a presentation covering the insights and results.
- i) Appointment of the service provider is expected to take place early September 2024 whereupon the bidder will work with the IRBA team to prepare for the roll out and implementation during September/October 2024. Timelines for the follow up stakeholder perception study will be determined in due course.

4. PROPOSAL SUBMISSION REQUIREMENTS

The bidder must provide a proposal that includes the following:

- a) Company profile that details number of years of experience in conducting stakeholder perception surveys or brand gap analysis or similar works; key management of the company; the organisational structure and a list of key clients where similar works were conducted.
- b) A proven record of experience through three or more reference letters (with contactable

referees) from their corporate business or government customers, where the bidder, in the past five years, has successfully rendered stakeholder perception surveys or brand gap analysis or similar works. The reference letters must be on the clients' letterheads and not older than five years.

- c) The structure and composition of the proposed team, clearly outlining their main disciplines/specialities in relation to this project, and how they will be responsible for each area of the project. The bidder must provide CVs of key personnel which clearly indicate qualifications, areas of expertise and experience/competence relevant to the tasks and objectives of this project. The IRBA reserves the right to verify the validity of any information or documentation submitted in the bid proposal.
- d) A detailed methodology and approach on how the services will be implemented and managed as per scope of work. The proposed methodology should include an outline of proposed activities/outputs/outcomes, timelines and a financial proposal for the execution of the project. It is expected that the initial stakeholder perception survey study will be implemented over a period of one month.
- e) Present a case study on a previous client's stakeholder perception survey or brand gap analysis showing the ability to execute such a brand study, including examples of the final drill down dashboard and the type of insights that were generated in that case study.
- f) The service provider must be a corporate member of the Southern African Marketing Research Association and/or ESOMAR and in good standing. Failure to be a member of the professional association, will lead to automatic disqualification. IRBA reserves the right to confirm good standing with the professional association.

5. SERVICE PROVIDER MINIMUM REQUIREMENTS

5.1. Evaluation Stages

First Stage: Eligibility Criteria/Mandatory Requirements

This will be to assess compliance with the submission of the mandatory documents/information. Only proposals that are 100%-compliant at this stage will be evaluated further.

Second Stage: Functionality

Bid responses will be evaluated in accordance with the functional criteria listed below and the associated points indicated. Bidders have to achieve a minimum score of 70 points out of the 100 and a minimum qualifying score per criteria, as set out in the evaluation criteria, to progress to the next stage. Failure to achieve any of the minimum scores will result in a disqualification for further consideration, even if the overall minimum total score has been achieved.

Third Stage: Pricing and Specific Goals

Proposals that are compliant with the third stage evaluations will be assessed further in terms of the 80/20 preference point system. This is in line with the IRBA's commitment to achieve government's transformation targets.

A maximum of 80 points is allocated for price on the following basis:

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where:

P_s = Points scored for the comparative price of the bid under consideration

P_t = Comparative price of the bid under consideration

P_{min} = Comparative price of the lowest acceptable bid

5.2. Pricing Schedule Requirements

Service providers must ensure that the price quotations are inclusive of all applicable taxes, including value-added tax (VAT). The costing must include all the relevant services proposed in the bid submission. Bidders are required to submit financial proposals as per the Pricing Schedule (Table B) under point 6 below on a company letterhead.

The Pricing Schedule is compulsory, and bidders must ensure that it is completed without changing the structure. Failure to complete it in the prescribed manner and with unauthenticated alterations may result in the disqualification of the bid during the financial evaluation process.

5.3. Points Awarded for Special Goals Requirements

In terms of Section 3(1) of the Preferential Procurement Policy Framework Act 5 of 2000 Preferential Procurement Regulations 2022, the following applies:

An organ of state must, in the tender documents, stipulate -

- (a) *the applicable preference point system as envisaged in regulations 4, 5, 6 or 7; and*
- (b) *the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goals in accordance with the table below.*

Specified Goals for the Preferential Point System	Points Allocation Specified Goals
Enterprise with ownership of 51% or more by person/s who are Black	10

Specified Goals for the Preferential Point System	Points Allocation Specified Goals
Enterprise with ownership of 51% or more by person/s who are women	5
Enterprise with ownership of 51% or more by person/s who are youth	3
Enterprise with ownership of 51% or more by person/s with a disability	2
Total Points	20

To qualify for preference points, the bidder must submit the following proof documents together with the proposal for the 80/20 evaluation criteria. Failure to submit the supporting documents will not disqualify the bidder but will result in the allocation of zero points.

Procurement Requirement	Proof Documents
Black People/Ownership	Central Supplier Database (CSD) Report/Black Economic Empowerment (BEE) Certificates/Affidavit
Women	CSD Report/BEE Certificates
Disabled (living with a disability)	CSD Report Medical Certificate/Report
Youth	CSD Report
Joint Venture	Joint Venture Agreement CSD Reports
<i>The CSD Report will be used for the verification of the ownership percentage.</i>	

5.4. Evaluation Criteria

First Stage: Eligibility Criteria/Mandatory Requirements

Service providers must comply with the minimum conditions indicated below in order for their proposals to be considered.

- a) **National Treasury – Central Supplier Database:** Service providers must submit confirmation of their company or individual registration on the 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 Supply Chain Management Instruction Note 4 of 2016/2017. The CSD registration requirement applies to all companies/individuals.
- b) Bidders must submit price quotations that are **inclusive of VAT** (if applicable) with their proposals. The Pricing Schedule is compulsory, and bidders must ensure that it is completed without changing the structure. Failure to complete it in the prescribed manner

and with unauthenticated alterations to the pricing may lead to the disqualification of the bid.

- c) Service providers must be fully compliant with the IRBA specifications, as failure to do so will result in the disqualification of the bid.
- d) The service provider must be a corporate member of the professional association, Southern African Marketing Research Association and/or ESOMAR, and in good standing. To this effect, the bidder must submit a valid Letter of Good Standing from the professional association. Failure to submit proof of membership with the professional association, will lead to automatic disqualification. IRBA reserves the right to confirm good standing with the professional association
- e) The following completed Standard Bidding Documents (SBDs) must be submitted. Failure to submit the documents may result in disqualification of the bid:
 - SBD 4: Declaration of Interest Form; and
 - SBD 6.1: Preference Point Claim Form in terms of the Preferential Procurement Regulations, 2022.

Second Stage: Functionality

The submitted bids will be evaluated based on the criteria defined below and in the specific sequence. A proposal that fails to meet any one criterion will not be considered in the next evaluation stage.

The functional evaluation will be based on a threshold of 70 points, where bidders that fail to achieve these minimum points will not be considered further. Also, it should be noted that a minimum qualifying score per criteria must be met, as set out in the evaluation criteria. Failure to achieve any of the minimum scores will result in a disqualification for further consideration, even if the overall minimum total score has been achieved.

Table A: Functionality Evaluation Criteria

No.	Functionality Criteria	Minimum Points Attainable	Maximum Points Attainable
1.	<p>Company experience and track record</p> <p>Bidders must demonstrate a minimum of five years' experience in in conducting stakeholder perception surveys or brand gap analysis or similar works. The bidder must provide the below documents as proof:</p>	10	15

No.	Functionality Criteria	Minimum Points Attainable	Maximum Points Attainable
	<p>a) Company profile: The company profile must indicate the number of years of experience in conducting stakeholder perception surveys or brand gap analysis or similar works; key management of the company and the organisational structure</p> <p>b) List of clients where similar services were rendered. A clear table must include at least three current/past clients where the services are currently being provided or have been provided in the past five years from the closing date of this RFQ and show names of clients where the services were rendered, the year and client contact details.</p> <p><i>The scoring shall be as follows:</i></p> <ul style="list-style-type: none"> • 0 = No company profile and/or list of clients submitted OR less than five years' experience in related services OR the company profile and/or client list does not meet the requirements of the criteria. • 10 = Bidder submitted Company profile which indicates five years' experience in conducting stakeholder perception surveys or brand gap analysis or similar works and list of clients that meet the requirements of the criteria. • 15 = Bidder submitted Company profile which indicates more than five years' experience in conducting stakeholder perception surveys or brand gap analysis or similar works and list of clients that meet the requirements of the criteria. 		

No.	Functionality Criteria	Minimum Points Attainable	Maximum Points Attainable
2.	<p>Bidder's related work experience</p> <p>The bidder to provide a minimum of three reference letters from their corporate business or government clients, on the clients' official letterheads, with contactable referees. The reference letters must relate to the provision of stakeholder perception surveys or brand gap analysis or similar works within the past five years. Further, the reference letters must contain the contact persons and their details (phone numbers/email addresses).</p> <p>The IRBA reserves the right to verify the information provided.</p> <p><i>The scoring shall be as follows:</i></p> <ul style="list-style-type: none"> • 0 = No reference letter submitted OR less than three reference letters submitted, OR less than three reference letters submitted meet the requirements of the criteria. • 20 = Three reference letters that meet the requirements of the criteria. • 25 = More than three reference letters that meet the requirements of the criteria. 	20	25
3.	<p>Methodology and Project Plan</p> <p>Bidder must demonstrate their understanding of the objectives, scope of work and deliverables of this RFQ and the team's ability to deliver quality work timeously. Bidder must submit a detailed methodology and project plan describing how the bidder proposes to undertake the services, including but not limited to the following:</p> <p>a) A Methodology that is specific and tailored to suit the scope of work and indicates how the service provider intends to carry out the scope of work as per this Terms of Reference (section 2 & 3).</p>	20	30

No.	Functionality Criteria	Minimum Points Attainable	Maximum Points Attainable
	<p>b) A detailed project plan with clear deliverables, milestones and time frames for the initial stakeholder perception survey study which must not exceed a period of one month</p> <p>The scoring shall be as follows:</p> <ul style="list-style-type: none"> • 0 = Methodology or project plan does not adequately deal with the scope of work and requirements of the criteria and/or is too generic and/or has not been submitted. • 20 = Detailed methodology and project plan submitted that is aligned to the scope of work and meets the requirements of the criteria. • 30 = Detailed methodology and project plan submitted that is aligned to the scope of work and meets the requirements of the criteria with suggested value-add and innovation. 		
4.	<p>Case Study</p> <p>Bidders must provide a case study on a previous client’s stakeholder perception survey or brand gap analysis showing the ability to execute such a brand study, including examples of the final drill down dashboard and the type of insights that were generated in that case study as per the scope of work.</p> <p>The case study must demonstrate the tracking of brand perception for a client of a period of at least two years and provide brand insights as a contribution towards strategic direction.</p> <p>The scoring shall be as follows:</p> <ul style="list-style-type: none"> • 0 = Case study not submitted OR Case study submitted does not align with the criteria 	20	30

No.	Functionality Criteria	Minimum Points Attainable	Maximum Points Attainable
	<p>requirements and the scope of work of this Terms of Reference.</p> <ul style="list-style-type: none"> • 20 = Case study submitted on a previous client’s stakeholder perception survey or brand gap analysis shows the ability to execute such a brand study, including examples of the final drill down dashboard and the type of insights that were generated in that case study as per the scope of work of this Terms of Reference and requirements of this evaluation criteria. • 30 = Case study submitted on a previous client’s stakeholder perception survey or brand gap analysis shows the ability to execute such a brand study, including examples of the final drill down dashboard and the type of insights that were generated in that case study as per the scope of work of this Terms of Reference and requirements of this evaluation criteria with suggested value-add and innovation. 		
	Total Points Awarded	70	100

6. PRICING SCHEDULE

Bidders that comply with the requirements of this bid will be evaluated according to the preference point scoring system, as determined in the Preferential Procurement Regulations, 2022, pertaining to the Preferential Procurement Policy Framework Act. Points for this RFQ shall be awarded for Pricing and Specific Goals (refer to SBD6.1, Preference Points Claim Form).

- 6.1. Bidders must ensure that the price quotations are inclusive of all applicable taxes (including VAT). The costing must comprise all of the relevant services proposed in the bid submission. Bidders are required to submit financial proposals, as per Table B, on a company letterhead.
- 6.2. The Pricing Schedule (Table B) is compulsory, and bidders must ensure that it is completed without changing the structure. Failure to complete it in the prescribed manner and with

unauthenticated alterations to the pricing may result in the disqualification of the bid during the financial evaluation process.

- 6.3. All pricing must be fixed and firm and inclusive of VAT and all costs to be incurred in delivering the services. The IRBA will not accept any disbursements subsequent to the award of the contract.

Table B: Pricing Schedule

No.	Activity	Year 1 (Excl. VAT)			Year 2 (Excl. VAT)			Total Cost for Two Years (Excl. VAT)
		Est. hours	Rate per hour	Total	Est. hours	Rate per hour	Total	
1.	Discovery/planning Phase		R	R		R	R	R
2.	Develop Stakeholder Perception Survey Questionnaires including hosting of the surveys and survey campaigning (x13 online surveys)		R	R		R	R	R
3.	Data Analysis (descriptive statistics and multivariate statistical analysis)		R	R		R	R	R
4.	Report on the results of the data analytics and raw data with conclusions and recommendations		R	R		R	R	R
5.	Comparative analysis to the benchmark study and draw insights into how the stakeholders' perceptions and priorities around the brand have changed since 2022.		R	R		R	R	R
6.	Presentation of the outcomes of the stakeholder perception survey study to IRBA		R	R		R	R	R
TOTAL COST FOR TWO YEARS EXCL. VAT								R
VAT (15%) (R)								R
TOTAL COST FOR TWO YEARS INCL. VAT								R

7. DURATION OF THE CONTRACT

The contract shall not exceed a period of two years. The project is expected to commence upon approval of the service provider. The contract will terminate once all deliverables have been completed, and services are satisfactorily rendered by the successful service provider. The expected timeframe for the initial the roll out and implementation of the initial stakeholder perception survey study is expected to be one month. Timelines for the follow up stakeholder perception study will be communicated. The General Conditions of Contract (GCC) will govern the relationship between the successful service provider and the IRBA, to manage and track the quality of the services to be rendered.

8. CANCELLATION OF THE CONTRACT

8.1. Notwithstanding anything to the contrary, the IRBA shall be entitled to summarily terminate the service provider's appointment in the event of a material breach of their obligations under the SLA or any terms of appointment contained in an appointment letter, including but not limited to:

- a) Failure to deliver services to the IRBA's satisfaction.
- b) Failure to render services and/or regular updates timeously to the IRBA.
- c) Any involvement in a corrupt activity, including but not limited to offering a gift or remuneration to any officer or employee of the IRBA in connection with securing an appointment or executing a contract.
- d) Acting in bad faith or otherwise fraudulently in securing appointment or in the execution of the contract.
- e) Wrongfully and/or unlawfully influencing or attempting to influence the awarding of the IRBA's RFQ process.
- f) Engaging in any anti-competitive behaviour, including entering into any agreement or arrangement with any other person to refrain from quoting for this contract, or relating to the RFQ price to be submitted by either party.
- g) Disclosing to any other person any information relating to this RFQ, except where disclosure in confidence was necessary to obtain quotations required for the preparation of the RFQ.

8.2. Any obligations imposed by the terms of the service provider's appointment, including the SLA, shall be applicable to any person with whom the service provider is associated in rendering the services to the IRBA.

8.3. The IRBA reserves the right to unilaterally terminate the contract with the successful service provider on a month's notice, in the event of circumstances beyond its control and that render continuation with the contract undesirable or unnecessary, without compensation to the service provider.

9. CONTRACTUAL ASPECTS

9.1. 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.

9.2. Where, however, the Special Conditions of Contract are in conflict with the General Conditions of Contract, the Special Conditions of Contract shall prevail.

9.3. The bid document, together with the specifications contained in this document, shall constitute part of the contract.

9.4. Bidders 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.

9.5. The successful bidder may not assign their own obligations.

9.6. The successful bidder 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.

10. DISCLAIMER

10.1. Service providers must make and rely on their own investigations and satisfy themselves as to the correctness of any and all aspects of the quotation. The IRBA will not be liable for any incorrect or potentially misleading information in relation to any part of this document and any accompanying quotation documents.

10.2. The IRBA reserves the right to not appoint any particular service provider that does not comply with the conditions of these Terms of Reference, or if information that could put the IRBA at risk is obtained about a service provider.

10.3. The IRBA reserves the right to cancel the Terms of Reference, should the budget to cover the full quote not be available at the time of awarding the quotation, or if the need does not exist anymore or the specifications have changed.

11. ABSENCE OF OBLIGATION

No legal or other obligation shall arise between the service provider and the IRBA, unless and until the formal appointment documentation has been signed. The IRBA is not obliged to proceed with any service provider's proposal. Additionally, the IRBA reserves the right to request changes to any proposed consortia.

12. QUOTATION SUBMISSION REQUIREMENTS

- 12.1. The IRBA requires only **one submission** of the complete quotation documentation supporting the criteria stated above to be emailed to sngcobo@irba.co.za.
- 12.2. All documentation submitted in response to this RFQ must be in English.
- 12.3. The RFQ validity period is 60 working days from the closing date.
- 12.4. The service provider is responsible for all costs that they shall incur related to the preparation and submission of the quotation documentation.
- 12.5. The service provider should check the numbering of the pages of their quotation, to satisfy themselves that none is missing or duplicated. The IRBA will accept no liability in regard to anything arising from the fact that pages of a quotation are missing or duplicated.
- 12.6. 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, including joint ventures and subcontracted companies.
- 12.7. The IRBA may elect to engage in detailed discussions with any service provider, with a view to maximise the benefits of this RFQ, as measured against the evaluation criteria, and fully understand a service provider's offer.
- 12.8. In its absolute discretion, the IRBA may invite some or all service providers to give presentations in relation to their submissions, and that may include a demonstration of software, programs or unique methodologies proposed, if applicable.
- 12.9. Besides presentations and discussions, the IRBA may request some or all service providers to:
 - a) Conduct a site visit, if applicable;
 - b) Provide additional information; and/or
 - c) Make themselves available for panel interviews.

13. OTHER

Any supply chain management enquiries may be directed to:

Simphiwe Ngcobo

Tel: +27 10 496 0614

Email address: ngcobo@irba.co.za

COMPLIANCE WITH PERSONAL INFORMATION PROCESSING LAWS

The Protection of Personal Information Act 4 of 2013 (POPIA) restricts the processing of personal information to circumstances that are lawful, legitimate, responsible and comply with its provisions.

The IRBA will have to process certain personal information, which is owned or held by bidders. Thus, to comply with the POPIA, the IRBA must provide bidders, whose personal information is processed, with a number of details pertaining to such processing, prior to the information being processed, which details are housed under the IRBA Procurement Processing Notice found on the IRBA website (<https://www.irba.co.za/library/popi-act>). You are requested to download and read the Notice. Please note that most of your personal information, which we will be processing, is required for lawful purposes and, as a result, your consent to process will not be required. However, where we do require your consent, which is indicated in the Notice, the handing over of such personal information to the IRBA will be viewed as consent to the IRBA's processing of such personal information.

Where the IRBA's personal information is provided for processing, the IRBA consents to the processing thereof, provided that you or any other recipient who processes it undertakes to process all and any such personal information strictly in compliance with the POPIA; and subject further that where the IRBA's personal information is not processed in accordance with the POPIA, then the person handing such information indemnifies and holds the IRBA and/or any third parties who may be or will be affected by such non-compliance harmless against all and any liabilities, loss or damages, including pecuniary, non-pecuniary and/or aggravated damages, which the IRBA or any data subject or other person may incur in consequence of such non-compliance, such person (who is processing the personal information) agreeing to pay to the IRBA and/or any affected data subject/s or third party/ies all and any such damages which they may have incurred as a result of such non-compliance on demand, and **no limitation of liability clauses** housed under this document or elsewhere **will under any circumstances limit the abovementioned damages.**

Where the IRBA provides personal information to you in terms of this document and you are tasked with processing it on behalf of the IRBA in your capacity as an "Operator", as defined under the POPIA, then in such case the provisions set out under the IRBA standard "**Operator Agreement/Addendum**" found on the IRBA website will apply to such processing, which terms will be incorporated into and read together with this document.