

South African National Accreditation System
 Libertas Office Park
 Cnr Libertas and Highway Streets
 Equestria
 Pretoria
 0184

REQUEST FOR QUOTATION



PLEASE COMPLETE AND SUBMIT TOGETHER WITH REQUIRED DOCUMENTS AND QUOTATION

DATE OF ISSUE:	24 February 2023	REQUISITION NUMBER	REQ0004690
CLOSING DATE:	08 March 2023	CLOSING TIME:	11:00
QUOTE VALIDITY:	60 days from the date the RFQ closed	Submissions and enquires to be made to:	Ms Nkhesani Mathebula procurement@sanas.co.za 012 740 8536

1. PRODUCT /SERVICE DETAILS

Description of goods / services: CMS and sage integration	Quantity required
<p>1. Purpose The purpose of this Request for quotation (RFQ) is for SANAS Knowledge Transfer department (KT) to source a service provider to either provide or develop a course management system (CMS) aligned to the below requirements, furthermore, that bidder must have access to a suitably qualified Sage value-added reseller (VAR) to develop and/or implement readymade / customised web services using the SAGE REST API's so that we can integrated our Course management system (CMS) platformed on SharePoint 2016 and using SQL 2016 as they database engines to our Sage Evolution V10 The appointed service provider will follow the general accepted software development life cycle where the following stages will be followed for the successful, namely</p> <ul style="list-style-type: none"> • Planning • Detailed Analysis of Requirements of our processes and workflows • if CMS is to be developed <ul style="list-style-type: none"> o Design and Prototyping o Software Development o User acceptance Testing by the KT and the finance team • If the CMS is ready made <ul style="list-style-type: none"> o Configuration and set up to our below requirements o User acceptance Testing by the KT and the finance team • Implementation and Integration. • Operations and Maintenance. <p>All development and implementations must adhere to best practices and Acts such as POPIA</p> <p>Upon sign off a service level agreement will be put in place for 36 months to support upgrade and maintain the implemented system</p> <p>2. Scope of requirements, functionality and Outcomes The Course management system (CMS) must be a public facing portal which is accessible from and residing on our current www.sanas.co.za website where delegates will be able to :</p> <ul style="list-style-type: none"> • view course synopsis highlighting the material that will cover for each course offered • view the cost of each course • view scheduled dates as well as number of places available for any course • Course Scheduling and website publication of all external and internal courses offered by SANAS Knowledge Transfer department (KT). o External Schedule accessible to external and internal clients. o Internal schedule accessible to SANAS internal clients only. • should the delegate want to book a particular course, they must first register their profile, if the profile already exists, they can log into the system <ul style="list-style-type: none"> • if the user cannot remember their password , they must be able to recover the password • if possible for security each time the user logs onto the system, there should be a 2-step authentication process using the one time pin (OTP) • view course information on www.sanas.co.za website for booking by clients. The courses details must be displayed in a calendar format and must include the following information: <ul style="list-style-type: none"> - scheduled date - venue 	1 Service provider

- cost per delegate
 - must indicate number of places left
 - User must be able to register their own profile and if the user is already registered, they must be able to login to the portal, Should the user have forgotten their password, there must be a mechanism to recover password
 - If a Delegate is registering for the first time, they must provide relevant and mandatory details in order to successfully submit a course booking request that will later be translated to quotation and if quotation is accepted, then further translated to invoice and finally payment.
 - If a delegate is registering on behalf of an organisation, all mandatory fields such as VAT number, finance, organisational information and relevant documents such as SBD forms need to be uploaded and sent to SANAS before booking is confirmed
 - Individual and Group booking option
 - o Private booking and Company booking option
 - o First time or return client booking option. For first time clients a registration account creation for all future bookings. For return clients an online account allowing course booking through Login credentials.
 - o Prohibition of course delegate registration of any course registration due to flagged outstanding payment for previous courses. System to generate rejection notification for the applicant in such cases.
 - The user portal must provide visibility of all courses booked, quotations, invoices, course confirmation as well as payments made
 - Visibility to include course commencement, ending and generation of the resultant certificates for completed courses.
 - Once the delegate has registered for a course, the KT staff must receive confirmation via email
 - Indicate authenticity of ID numbers captured
 - All booking can only be registered and paid for after the user authentication
 - All identified mandatory fields must be made mandatory
 - o When the delegates are inserted on the application form, both the names of the candidates as well as ID numbers must be included
 - o Organisational details
 - o Required SBD documents to be submitted by SANAS
 - o Anything else that is required for the successful submission of a booking
 - o Identify type of customer
 - (a) Private company or individual
 - (b) Public/government entity
 - (c) Conglomerates/big companies
 - o End user, procurement and Finance is separate divisions in certain companies and government entities so they must be specified in the application form
 - o Communication channels/contact person varies and therefore information must be provided
 - o Timelines needs to be determined and upheld by SANAS and the client, therefore we will need workflows to manage this and escalation systems to avoid delays
 - o Depending on the type of customer the following might be made compulsory when applying
 - a. View and accept terms, conditions, and communication channels on course booking changes by applicants.
 - b. if new to SANAS, is a database vendor application form to be completed, if so, they must upload this for us to fill in
 - o SBD tender forms to be completed for us to upload and submit
 - o (Required to upload documents to Vendor Portals to upload (e.g. ARIBA, COUPA, etc) , a checklist must be developed on what needs to be uploaded
 - o Request for sole supplier letter, SARS Tax Pin, BEE Certificate, etc
 - o Therefore, this information must be requested when the user is applying so that SANAS can provide the relevant documents are required
 - The course is linked to the General Ledger (GL) and therefore when the client chooses the course, it must pull through the pricing , which is then multiplied by the number of delegates. When the delegates are inserted on the application from, both the names of the candidates as well as ID numbers must be included, the pricing linked to the GL code will be changed annually, therefore provision for this must be made available
- On the quotation, one delegate together with ID must be displayed on each line so that the duly appointed authorizer will know who has been selected for the course
- Next, The course management system must assist the KT and the finance team from the booking and the payment of a course to and including the issuing of certificates publishing on our website by this we mean
- o logistics of preparing for each of the courses, we would like to have a stock control module included so that the coordinators are able to plan
 - o be able to enter test results, and attendance registers
 - o certificate printing and uploading on website for authentication, we would like the certificate to include a

- QR code so that the certificate can be verifiable on our website
- o Searchable active filing and archiving database for record retrieval and report generation.
 - o There must be a full audit trail during the course booking life cycle ie from booking a course to the generation of the certificate
 - o upon the delegate completing their chosen course successfully, an attendance as well as a competency certificate must be generated and uploaded on our website with a QR code for anyone to authenticate the validity of the certificate
 - o Allow for training coordinator to manually book and register candidates who are without IT systems or experiencing IT challenges.
 - o The internal portal must allow the KT team to have various views amongst others:
 - course information
 - weekly course schedules
 - regional information
 - Assigned course facilitator information.
 - o Data base accessibility for training coordinators to confirm delegate full course payment status for issuing of certificates.
 - o Enter course results per course per delegate
 - o Access email templates for various communications to the delegates and finance
 - o Link to facility for sending emails to delegates separately or as a group and tracks all correspondence sent.
 - o Track course confirmation time frames from date captured
 - o Track payment unless delegate submit the necessary documents.

Furthermore, the internal portal must have a stock management system to manage and control the stock levels of course material and stationary such as Files, pens and standards

Lastly, The Database must have searchable functionality engines for report generation, some of the reports that will be workshopped include:

- o Courses conducted and number of candidates trained monthly, quarterly, and annually.
- o Customer satisfaction monthly, quarterly, and annual trend analysis reports. Statistics of courses and categories presented annually.
- o Internal course mark database, accessible to candidates through password.
- o Retrievable course certificate reissue or reprint function.
- o Analysis of course National and International Service provision footprint ((Company or individual client profile through country, province, gender, race)
- o Daily reports
 - o payment received for each course
 - o payment of not received 2 weeks before scheduled course is to begin
 - o Attendance registers for each course on the day containing whether the delegate has paid or not
 - o Debtors Report: When Accounts Administrator complete the debtors report, outstanding invoices are sent to Training Coordinator requesting whether delegate attended and if not, whether invoice can be cancelled. Response back is "delegate did attend". No additional information received, e.g., deferred payment form or even the contact person with whom a commitment payment date was discussed. This is the start of the bad debt as Accounts Administrator cannot successfully follow up on the outstanding debt.
 - o Bad Debt/Debt Collection: Assumption that only Finance is involved at this stage. Debt Collection cannot proceed without the information from debtors report above. Once delegate attended there is no action from them to follow up with THEIR finance for the payment. SANAS Finance can speak to Customer's Finance however the Customer's Finance cannot proceed

The following integration / automation will be required

- o As quotes and invoices must be generated from Sage Evolution, this integration needs to be built into the solution, the workflow and process will be found in Annexure A
- o Client must send a signed quote and Purchase order either through the portal and mail (redundant secondary channel of communication) which is then captured in the CMS Decision making)
 - o allow delegate to Pay online for the course be it for 1 or multiple delegates online, we currently use FNB as our banking institution
 - o Ability to track of course payment status
 - o Payment reconciliation function.
 - o upon payment approval, the booking is confirmed, and our KT will be notified accordingly
 - o upon payment confirmation the KT administrators will continue processing the booking logistics
 - o the certificate issued must have a QR code for the verification of issued certificate, anyone should, be able to scan the QR code and then be directed to the location where the certificate is residing on our website
 - o Website or application accessible customer satisfaction feedback form linked to the CMS for trend analysis. Manual data input option into the customer satisfaction feedback.
 - o Automated course register generation.
 - o Auto date range for courses based on duration and date of commencement
 - o Generate using templates and send out automated or manually initiated notifications through email or

	<p>text message to:</p> <ul style="list-style-type: none"> • Initial course seat availability or non-availability per course. • A catch-all and standby function applicants whose choice courses are fully booked. • Updated seat availability in the event of cancellations. • Successful or unsuccessful course registration confirmation due to full courses or outstanding payment . • Course date reminders. • Course date and venue information confirmation or updates. <ul style="list-style-type: none"> o Automated course certificate generation filtering the information form the central point ie the user portal eliminating errors in name and surname spelling and ID Numbers) o Course performance achievement levels depending on course type and feeding into type of certificate to be issued. o Automatic certificate numbering system. o Electronic certificate issuing. o Printable hardcopy certificate issuing for client preference. o Indicate certificate issue status. Control certificate issue based on invoicing and payment status o Please see the Sage – CMS automation / integration required - Annexure A from the system perspective : o The CMS portal must be accessible from any device eg laptop / mobile phones etc o All our KT staff must be able to access the system probably via active directory authentication if possible, if not then there must be an administration portal where the system administrators can manage user access both for internal and external staff o have a repository for portfolio of evidence, tests and anything else pertaining or required to be saved for each delegate for each candidate must be made available on our servers so that this information can be stored and backed up safely o have a Repository of all finance documents such as generated quotes / invoices, payment proof of payment and sorted by course must be stored on our servers so that we can back them up safely o back-up system. SANAS does daily backups and therefore, we would like the course booking system to be installed on premises, we will dedicate a Virtual machine for this purpose and this VM will be backed daily, also, as we have a DR site, we will backup the system into the cloud too, therefore our current infrastructure includes: <ul style="list-style-type: none"> • 2016 server Virtual machines • 2016 SQL standard • As our website has other subdomains protected with wildcard SSL certificates, we can create a new subdomain the course management system 	
--	---	--

2 Also refere to Finance KTD Process flow, Annexure A and B

Expected date of delivery:	April 2023
Contract or once-off:	36 months contract
Technical / Mandatory requirements:	<p>Pricing table is mandatory to be filled in</p> <p>Presentations / Demos: Compulsory on teams SANAS may require short-listed bidders to make presentations or do a demo to the evaluation team. Presentations/demo are designed to give bidders the opportunity to present their:</p> <ul style="list-style-type: none"> • Proposed solution to take over the support and maintenance solution • methodology on who they will take over the system • presenting their competencies as in Annexure C • including other points of interest with respect to this project as identified by SANAS <p>A question-and-answer session is part of the presentation.</p>
Other information:	

SECTION TO BE COMPLETED BY SUPPLIER

2. SUPPLIER DETAILS	
Supplier name:	
CSD number:	
Contact person:	
Contact number:	

Email:	
VAT number (if applicable):	
Physical address:	

3. SCM COMPLIANCE REQUIREMENTS (please tick)

Central Supplier Database Report or Summary	
Completed and signed SBD 4	
Completed and signed SBD 6.1	
Completed and signed SBD 8	N/A
Completed and signed SBD 9	N/A
Certified valid B-BBEE Certificate	

EVALUATION PROCESS

All bids will be evaluated as follows:

The First stage, bids will be evaluated first for Administrative requirements, Bidders are required to submit the following administrative documents to be considered for evaluation.

- Completed and signed SBD 4
- Completed and signed SBD 6.1
- Valid BBEE certificate or sworn affidavit signed by the commissioner of oath
- Valid tax pin, Central Supplier Database Report or Summary with compliant tax status

No	Name of Administrative Required Document	Clarification Time
1	Completed and signed SBD 4	48 working hours
2	Valid tax pin, Central Supplier Database Report or Summary with compliant tax status	7 Working days

Bidders who do not adhere to the indicated response time for clarifications requested by the SANAS will be deemed to be non-responsive and their submissions will not be evaluated further.

Stage 2: Price and SANAS specific goals:

PREFERENTIAL PROCUREMENT REFORM:

The Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, Act No 5 of 2000. SANAS Preferential Procurement (PP) requirements as per the SANAS Supply Chain Management Policy, states that SANAS shall deal with suppliers in accordance with the SANAS specific goals. The application of the specific goals will be as per the applicable pricing formula, the 80/20 system.

SANAS specific goals are in support of the following:

- Previously disadvantaged groups by allocating points for black owned businesses. Black owned businesses are defined as per the Broad-Based Black Economic Empowerment Act 53 of 2003 as Amended by Act No 46 of 2013 which states that “Black People” is a generic term which means Africans, Coloureds and Indians who are citizens of the Republic of South Africa by birth or descent; or who became citizens of the Republic of South Africa by naturalisation before 27 April 1994 or on or after 27 April 1994; and who would have been entitled to acquire citizenship by naturalization prior to that date.
- Black women as per the Amended Code Series 100 of the Amended Codes of Good Practice issued under section 9 (1) of B-BBEE Act No 53 of 2003 as Amended by Act No 46 of 2013.
- Black people who are youth as defined in the National Youth Commission Act of 1996.
- Black people who are persons with disabilities as defined in the Code of Good Practice on employment of people with disabilities issued under the Employment Equity Act.
- Exempt micro enterprises (EMEs) and thus promoting small businesses.
- Qualifying small enterprises (QSEs).

All responsive tender offers shall be evaluated in terms of Price and SANAS specific goals. The 80/20 Preference Point System shall be applicable in accordance with the Preferential Procurement Framework Act (No.5) of 2000.

Points will be allocated in terms of the SANAS specific goals as indicated in the table below. Bidders must submit valid B-BBEE Certificates or sworn affidavit to claim points on specific goals.

PRICE	80
SANAS SPECIFIC GOALS	20

Note: To claim points Bidders must submit a valid BBBEE certificate or sworn affidavit signed by the commissioner of Oath together with a fully completed and signed SBD 6.1. Bidders are required to indicate the preference point claimed in the SBD 6.1.

Specific Goal	20	10
100% Black Owned	6	4
51% - 99% Black Owned	4	2
100% Black Women Owned	6	3
51% - 99% Black Women Owned	4	2
5% Youth Owned	2	1
2% Owned by Persons with Disabilities	1	1
Exempt Micro Enterprise (EME)	5	0
Qualifying Small Enterprise (QSE)	3	1

This RFQ will be evaluated according to the above SANAS specific goals. Failure to submit supporting documents may result to a bidder being allocated zero (0) points. Bidders are required to claim SANAS specific goals in the provided SBD 6.1 attached.

4. QUOTATION TERMS & CONDITIONS:

1. Quote validity refers to calendar days
2. SANAS reserves the right to award to multiple suppliers.
3. SANAS reserves the right to increase or decrease quantities at the prices quoted.
4. SANAS reserves the right to cancel this request.

- 5. All goods/services must be quoted in Rand value.
- 6. SANAS reserves the right to negotiate with bidders.
- 7. All fields must be filled in / completed for this document to be accepted.
- 8. Failure to submit the quotation by the date and time stipulated will result in disqualification.
- 9. Payment will be made 30 days after delivery of goods of services.
- 10. THIS QUOTE DOES NOT CONSTITUTE AN ORDER

5. ACKNOWLEDGEMENT AND SUBMISSION:

I hereby acknowledge and accept the terms and conditions of this request for quotation:

Name:.....

Signature:

Date: