REQUEST FOR PROPOSAL/QUOTATION

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RFQ Number	NO-228/2023
Issue Date	26 January 2024
Closing Date	2 February 2024, by no later than 23:30pm
Submission Details	Please forward your responses either via email or hand delivered on or before the closing date as follows: via email – mmokaila@seda.org.za OR Hand delivered. Small Enterprise Development Agency (Seda) The Fields Office Block A 1066 Burnett Street Hatfield 0833 Contact Details Mr M Mokaila at Tel: (012) 441-1000 or (012) 441- 1171

TERMS OF REFERENCE

1. Purpose

These Terms of Reference (TOR) aim to guide the sourcing and appointment of a suitable and competent service provider to provide Seda with Compliance Management Software for twelve (12) months.

2. Background

Seda's Risk and Compliance Unit, headed by the Chief Risk and Compliance Officer, subscribes to the fundamental principle, which acknowledges that resources will be effectively, efficiently, economically, and ethically applied to ensure compliance with relevant legislation to fulfil the expectations of the organisation and its other stakeholders in line with good governance.

The Compliance Management Software shall provide the software tools an organization such as Seda shall employ to monitor its internal systems and controls to comply with required regulations. Compliance Management Software shall further assist Seda in ensuring it remains compliant and providing evidence of Seda's compliance status.

3. Scope of Work

3.1 Competent service provider to provide Seda with Compliance Management Software with five (5) users for twelve (12) months.

3.2 The Compliance Management Software should be able to provide the following:

   3.2.1 More efficient decision-making - Compliance software should provide comprehensive information about the compliance checklist of necessary action items in one streamlined platform, allowing the Compliance Specialists to make more informed decisions about productive steps to take.

   3.2.2 Compliance tracking and alerts - Monitor Seda's business operations and protocols to ensure compliance with its necessary regulations.

   3.2.3 Compliance Risk Management - Assess Seda's risk level and security gaps to mitigate future compliance risks.

   3.2.4 Incident management - Identify potential breaches, system failures, and service disruptions and carry out a planned response to minimize risks

3.2.5 Compliance reporting - Preparing detailed reports verifying compliance with the necessary security standards to use as documentation.

4. Project Deliverables

The appointed service provider should:

- provide Seda with Compliance Management Software allowing five (5) users to the software for twelve (12) months;
- Install the software to five Seda users;
- Monitor the software usage;
- Provide Seda with an invoice detailing costs; and
- Provide regular software updates and maintenance.

5. Seda's Roles and Responsibilities

- Provide the service provider with a dedicated ICT unit official who will ensure smooth installation process of the software to the relevant Risk and Compliance officials;
- Provide the service provider with a dedicated Risk and Compliance unit official who will be dedicated to the project and act as a link between Risk and Compliance and the service provider;
- Ensure that all costs to the project, including the annual subscription fee is paid timeously.

6. Time Frames:

- The contract will be for a fixed twelve (12) months period, commencing after the date of signing the Service Level Agreement with Seda.

7. Information required in the Proposal/Quotations

- Detailed monthly, annual and overall cost breakdown;
- Detailed structure and positions of the personnel who will be allocated to the project;
- Submit six (6) reference letters, including contact details where similar work has been done; and
- Describe the methodology and approach that will be used in delivering and monitoring the project successfully.

8. Evaluation of the Proposal/Quotations

8.1 Phase 1: SCM Document Assessment Criteria

The following assessment criteria will form the basis of the evaluation all price proposals and failure to comply will result in the elimination of the price quotation for further evaluation:

- Submission of completed and signed SBD 4; and

- Submission of completed and signed SBD 6.1 documents.

8.2 Phase 2: Functionality Criteria

The following criteria will be used for evaluating all price quotations that met the assessment criteria on functionality where price quotations must score a minimum of (**70 points**) for functionality to qualify for further evaluation in terms of the 80/20 preference points system.

	Functionality Criteria	Points Allocation
1.	**Experience/Track Record** Potential service providers should have ten (10) or more years' Compliance Management Software rendering experience, which must be proven through six (6) client references spanning the entire period where the client's name and contact details are provided for verification purposes. Potential service providers are requested to provide complete information for the RFQ/P Document to verify and evaluate this criterion. *(Please note that disclosure of this information will be treated with strict confidentiality)* • Six (6) Client references (from different companies) where Compliance Management Software work was rendered: o Six (6) references with contact details (50 points) o Four (4) to five (5) references with contact details (25 points) o Two (2) to three (3) references with contact details (15 points) o Less than two (2) references (0 points)	50
	• Ten (10) years or more Compliance Software Management Experience (Duration of the contract should be specified) o Ten (10) or more years of experience (50 points) o Five (5) to nine (9) years of experience (30 points) o One (1) to four (4) years experience (25 points) o Less than one (1) year (0 points)	50
	Total Points *(A FUNCTIONALITY SCORE OF LESS THAN 70 POINTS WILL ELIMINATE THE PRICE QUOTATION FOR FURTHER EVALUATION)*	100

7.3 Phase 3: Preference Points System

Only qualifying price quotations that achieved the minimum points for functionality will be evaluated further on the 80/20 preference points system described in the Preferential Procurement Regulations, as follows:

	Preference Point Criteria	Points Allocation
1.	Price	80
2.	BBBEE Status Level Contributor as per SBD 6.1	20
	Total Points	**100**

Specific Goals and points claimed are indicated per table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

8   TERMS AND CONDITIONS

a.   Price quotations submitted must be inclusive of all costs and applicable taxes (VAT) and be valid for a period of at least 30 days.

b.   The hourly rates of consultants must be in accordance with the rates issued and determined by the South African Institute of Chartered Accountants, Department of Public Service and Administration or the body regulating the profession of the consultant (if applicable).

c.   Consultant's travel arrangements must be in line with government's travel cost containment measures [air travel, vehicle hire, accommodation rates, claiming kilometres according to the rates set by the Department of Transport] (if applicable).

d.   No late price quotations will be accepted under any circumstances.

e. Suppliers/service providers submitting price quotations must be registered on the National Treasury Central Supplier Database (CSD).

f. Failure to submit a valid Sworn Affidavit (EME) or an original/certified valid B-BBEE Status Level Verification Certificate (other than EME or QSE) will result in no preference points being awarded for B-BBEE.

g. Suppliers/service providers must complete and return all the required documents, failing which, the supplier/service provider's quotation will be declared invalid.

h. This RFQ is subject to the National Treasury's General Conditions of Contract (GCC) that can be accessed on the following link:

http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf

Seda wishes to thank you in advance for your price quotation.