



**Terms of Reference:**

**Appointment of a Service Provider to provide an Online Survey Tool for Agrément South Africa for a period of 12 months.**

<b>RFQ Number</b>	<b>ASA 19/09/2023</b>
<b>Date of Issue</b>	<b>03 October 2023</b>
<b>Closing Date &amp; Time</b>	<b>17 October 2023 @ 12:00pm</b>
<b>Submissions</b>	<a href="mailto:procurement@agrement.co.za">procurement@agrement.co.za</a> <b>NO LATE SUBMISSIONS WILL BE ACCEPTED</b>

## 1. BACKGROUND

The Agrément South Africa Act was accented to by the Honourable President of the Republic of South Africa as Act No 11 of 2015 from 1 April 2017. Agrément South Africa was established as a Schedule 3A entity on 1 April 2017. The entity operates under a delegation of authority from the Minister of Public Works.

The main objectives are:

- To provide assurance of fitness-for-purpose of non-standard construction-related products and systems to specifiers and users.
- To support and promote the process of integrated socio-economic development in the Republic as it relates to the construction industry.
- To support and promote the introduction and use of certified non-standardized construction-related products or systems in the local or international market.
- To support policymakers in minimizing the risk associated with the use of non-standard construction-related products or systems; and
- To be an impartial and internationally acknowledged South African centre for assessment and confirmation of fitness-for-purpose of non-standard construction-related products or systems.

## 2. INVITATIONS FOR PROPOSAL

Agrément South Africa extends an invitation for quotation from a service provider to provide an online survey tool to collect data of certified systems/ products specifiers, users, and other research initiatives.

The main objective of the survey tool is to collect performance-in-use data, to establish the usage of Agrément South Africa certified systems/ products, get customer feedback aligned with ISO 9001 requirements, obtain input from stakeholders on relevant matters, reach end users of certified products and systems, and collect any other research data as part of research conducted by Agrément South Africa for a period of 12 months.

### **3. PROPOSAL SPECIFICATION**

The bidder is expected to submit a detailed project plan with submission of the quotation.

#### **3.1 Scope of work**

The successful service provider will be expected to provide an online survey tool to collect customer feedback aligned with ISO 9001 requirements, input from stakeholders on relevant matters, reach end users of the certified products and systems, and collection of any other research data required by the Agrément South Africa.

#### **3.2. Deliverables/ Expected outputs.**

The survey tool should have the following functions:

- Allow users to design surveys using intuitive drag and drop interface for rapid creation
- Customisation of Web based surveys including personalised branding
- at least 5 full (admin) User accounts
- User management and use of administration control panel to allow users to administer the entire system
- Unlimited surveys and analysis per year
- At least 50 questions per survey
- Surveys to be deployable on specific websites and selected (social media) web-applications
- Collect responses
- Analyse results
- Extract data to reports
- Track email responses
- 24/7 email support
- Allow customisation of surveys
- The service to be hosted on secure South African-based servers
- Allow distributions via: anonymous links, emails, personal links, social media, offline app and QR codes).

## 4. SUBMISSION OF DOCUMENTS AND QUALIFYING CRITERIA

### 4.1 Submission of procurement documents

- a) National Treasury's Central Supplier Database (CSD) report. It must be noted that no contract with a service provider will be entered if such a service provider is not registered on the CSD,
- b) Completed and Signed Standard bidding documents, **SBD 4, and SBD 6.1.**
- c) Signed General Conditions of Contract.
- d) Completed price schedule.

### 4.2 Evaluation

#### 4.2.1 Phase 1: Technical Specification and Functionality Evaluation

The bids shall first be evaluated for functionality. A minimum score of **60%** must be obtained on functionality before a proposal is considered for further evaluation. Details of the functionality scoring and how the points shall be allocated are as follows:

	Description	Weight (%)
1	<p><b>Company Experience</b></p> <p><b>A minimum of 5 years' experience in providing an online survey or feedback tool is required.</b></p> <p><b>A company profile clearly indicating the number of years in providing of online survey or feedback tool must be submitted as evidence.</b></p> <ul style="list-style-type: none"><li>• Less than 3 years' experience – 0 points</li><li>• 3-5 years' experience – 3 points</li><li>• More than 5 years – 5 points</li></ul>	30

2.	<p>References where similar work was done (The service provider must have dealt with various organizations from large to small-scale employees).</p> <p><b>At least 3 reference letters, dated and signed with contactable referees where similar services were rendered in the past 8 years.</b></p> <ul style="list-style-type: none"> <li>• Less than 3 references – 0 points</li> <li>• 3 contactable references – 3 points</li> <li>• More than 3 contactable references – 5 points</li> </ul>	35
3.	<p><b>Relevant experience and qualifications for a project leader.</b></p> <p><b>A minimum of 3 years' experience in providing survey tools is required with relevant IT-related undergraduate qualification (NQF Level 6). A detailed CV and certified copies of qualifications must be submitted for points to be allocated. The certified copies must not be older than 6 months.</b></p> <ul style="list-style-type: none"> <li>• Less than 3 years' experience and no relevant qualification – 0 points</li> <li>• 3 years with relevant qualification – 3 points</li> <li>• More than 3 years' experience and relevant qualification – 5 points</li> </ul>	20
4.	<p><b>Methodology and Approach.</b></p> <p><b>A project plan must be submitted indicating clearly how data will be surveyed.</b></p> <ul style="list-style-type: none"> <li>• No proof submitted – 0 points.</li> <li>• Proof submitted – 5 points</li> </ul>	15
	<b>TOTAL</b>	<b>100</b>

The following formula will be used to convert the points scored against the weight:

$$Ps = \left( \frac{So}{Ms} \right)$$

x weighting percentage for the section under consideration

innovative construction product assessments

Where:

Ps = Percentage scored for functionality by bid under consideration

So = Total score of bid under consideration

Ms = Maximum possible score

Service providers will be expected to achieve a minimum threshold score of 60% in order to proceed to Phase 2.

#### 4.2.2 Phase 2: Calculation of points

Please note that for acquisitions below or equal to R50 Million, ASA evaluates these in terms of the 80/20 preference point system where:

80 points are allocated for the price, and 20 points will be awarded based on the specific goals.

Points for the price will be calculated for all shortlisted service providers by the following formula:

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

Where:

Ps = Points scored for the price of the quotation under consideration

Pt = Price of the quotation under consideration

Pmin = Price of lowest acceptable quotation

Preference points for the specific goals will be allocated as follows:

NO.	SPECIFIC GOALS ALLOCATED POINTS	PREFERENCE POINTS ALLOCATION	SUPPORTING EVIDENCE TO BE SUBMITTED
1.	SMMES	10 points	- A B-BBEE certificate /sworn affidavit as supporting evidence /full CSD report
2.	>50% Black female ownership	5 points	- CSD report or, - Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners

3.	>50% Black youth ownership	5 points	<ul style="list-style-type: none"> <li>- CSD report,</li> <li>- Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners, or</li> <li>- Identification Documentation of all owners</li> </ul>
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The final points will be calculated as follows:

CRITERIA	WEIGHTING POINTS
Price	80
Specific goal	20
<b>TOTAL</b>	<b>100</b>

ASA also reserves the right to investigate the bidder's financial position, previous contracts carried out, availability of skills or knowledge, existing workload, etc.

A recommendation for the award will then be formulated for approval by the relevant delegated authority.

## 5. TERMS OF CONTRACT AND SERVICE LEVEL AGREEMENT

Before the bid is awarded, the successful bidder shall be required to enter into a Service Level Agreement (SLA) with Agreement South Africa (ASA). The SLA shall form the contractual basis for the delivery of the service as well as how performance shall be measured.

Contract extensions are at the sole discretion of ASA.

## 6. PRICE SCHEDULE

Item no	Item Description	Total Price
01	Provision of an Online Survey Tool	R
02	Support and Maintenance	R
03	Licensing Costs (User Accounts)	R
	<b>Sub Total (Excl. Vat)</b>	R
	<b>Total 15% Vat</b>	R
	<b>Total (Incl. Vat)</b>	R

## 7. COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS

Considering the fees paid, the service provider expressly assigns to ASA any copyright arising from the works the consultant produces while executing this contract. The consultant may not use, reproduce, or otherwise disseminate or authorise others to use, reproduce or disseminate such works without prior consent from ASA.

## 8. FINAL APPROVAL

ASA reserves the right not to accept the lowest bid. ASA also reserves the right to reject any or all the proposals, and/or not to appoint any service provider at all.

## 9. PROCEDURE FOR SUBMISSION OF PROPOSALS

9.1 All proposals must be submitted electronically to [procurement@agrement.co.za](mailto:procurement@agrement.co.za).

9.2 Respondents must use the RFQ number as the subject reference number when submitting their bids.

9.3 All documents submitted electronically via e-mail must be clear and visible.

9.4 All proposals, documents, and late submissions after the due date will not be evaluated.

**NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED**



## 10. VALIDITY PERIOD OF PROPOSAL

Each proposal shall be valid for a minimum period of **three (3) months** calculated from the closing date.

## 11. APPOINTMENT OF SERVICE PROVIDER

- 11.1 The contract will be awarded to the bidder who scores the highest total number of points during the evaluation process, except where the law permits otherwise.
- 11.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such an agreement, ASA reserves the right to appoint an alternative supplier.
- 11.3 Awarding of contracts will be announced on the National Treasury website, and no regret letters will be sent to unsuccessful bidders.

## 12. ENQUIRIES AND CONTACT WITH ASA

- 12.1 Any inquiry regarding this RFQ shall be submitted in writing to ASA at [procurement@agrement.co.za](mailto:procurement@agrement.co.za) with RFQ No: ASA 19/09/2023 "Appointment of a Service Provider to provide an Online Survey Tool for Agrément South Africa for a period of 12 months".
- 12.2 Any other contact with ASA personnel involved in this Quotation is not permitted during the RFQ process other than as required through existing service arrangements or as requested by ASA as part of the RFQ process.

## 13. MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFQ must be in English.

## 14. COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements, and specifications of this RFP before submitting proposals. Each bidder assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. ASA is not responsible directly or indirectly for any costs incurred by tenderers.

## **15. CORRECTNESS OF RESPONSES**

- 15.1 The bidder must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.
- 15.2 The bidder accepts that any mistakes regarding prices and calculations will be at their own risk.

## **16. VERIFICATION OF DOCUMENTS**

- 16.1 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. ASA will accept no liability concerning anything arising from the fact that pages are missing or duplicated.
- 16.2 Only one electronic copy of the proposal must be submitted via email to [procurement@agrement.co.za](mailto:procurement@agrement.co.za). If the bidder sends more than one proposal, the first submission shall take precedence should it not have been recalled/withdrawn in writing by the bidder.

## **17. ADDITIONAL TERMS AND CONDITIONS**

- 17.1 A tenderer shall not assume that information and/or documents supplied to ASA, at any time prior to this request, are still available to ASA, and shall consequently not make any reference to such information document in its response to this request.
- 17.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- 17.3 An omission to disclose material information, a factual inaccuracy, and/or misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.
- 17.4 Failure to comply with any of the terms and conditions as set out in this document will invalidate the proposal.

## **18 ASA RESERVES THE RIGHT TO**

- 18.1 Extend the closing date.
- 18.2 Verify any information contained in a proposal.
- 18.3 Request documentary proof regarding any tendering issue.

18.4 Appoint one or more service providers, separately or jointly (whether they submitted a joint proposal).

18.5 Award this RFQ as a whole or in part.

## **19 DISCLAIMER**

This document is only a RFQ is a request for proposals only and not an offer document. Answers to this RFQ must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of this proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFQ. ASA makes no representation, warranty, assurance, guarantee or endorsement to the tenderer concerning the RFQ, whether with regard to its accuracy, completeness or otherwise and ASA shall have no liability towards the tenderer or any other party in connection therewith.