



Quality Council for Trades & Occupations

www.qcto.org.za

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REQUEST FOR QUOTATION

QCTO RFQ 12/2022- APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR THE PROVISION OF AN ELECTRONIC SOLUTION SYSTEM FOR BOARD / COUNCIL AND COMMITTEE MEETINGS FOR QUALITY COUNCIL FOR TRADES AND OCCUPATIONS (QCTO) FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

Closing Date	
Date: 08 August 2022 Time: 11:00	

NB: Late Submissions will not be considered

QUOTE VALIDITY PERIOD

The validity period for quotation: **30 days.**

ENQUIRIES

Any technical enquiries regarding the terms of reference shall be directed in writing to:

Ms. Hilda **Mathidza**

Email: Mathidza.H@qcto.org.za

Ms. Nyeleti **Maluleke**

Email: Maluleke.N@qcto.org.za

Any SCM related enquiries shall be directed in writing to:

Ms. Nkele Chauke

Email: tenders@qcto.org.za

1. OBJECTIVE:

The objective of these specifications is to appoint a suitable service provider that can provide an Electronic Solution System for Board / Council and Committee meetings (hereafter referred to as ICT Boardroom Solution) that can cater for QCTO needs.

2. BRIEF SCOPE OF WORK:

2.1. BASIC REQUIREMENTS

The required ICT Board Room Solution must include but not be limited to the following:

- a) Access to the most up-to-date board/ council meeting packs/ documents and meetings through apps and the web
- b) Ability to create and manage dynamic board/council meeting packs/ documents on application

- c) Scheduling of meetings with auto invitations and notifications
- d) Review meeting documents securely both online and offline. All meeting information/ documents must be available to the QCTO on request and at the end of the contract
- e) Mark private and shared annotations, highlights, text, notes, and actions on documents
- f) Join Council and Committee meetings from remote locations via in-app audio and video conference
- g) Live presentation and sharing of documents/ media during meetings
- h) Sign documents with eSignature
- i) Make decisions by e-voting
- j) Do quick whiteboard meetings anytime.
- k) Collate electronic board/ council meeting packs/ documents with a single click
- l) Instant distribution of board/ council meeting packs/ documents including last-minute updates
- m) Upload documents and videos (or media) meeting materials via easy drag-and-drop
- n) Give access to meeting/ document packs through the tool
- o) Keep track of document versions
- p) Export meeting/ document pack as PDF
- q) Support multiple boards and committees set up
- r) Presentations/ demonstrations of the Electronic Solution System for Board / Council and Committee meetings (ICT Boardroom Solution) to the Evaluation Committee
- s) Cater for 110 users.

2.2. SECURITY & AVAILABILITY

- 2.2.1. Secure data hosting on SSAE18 and ISO27001 compliant infrastructure
- 2.2.2. Strong AES-256 encryption, authentication, and authorization mechanisms
- 2.2.3. Access permission setting to enforce document confidentiality
- 2.2.4. Strong mobile security to protect data on mobile devices
- 2.2.5. Auto and manual wiping of offline data on lost devices
- 2.2.6. Disaster Recovery (DR) and High Availability (HA)

2.2.7. Multi-Factor Authentication

2.3. PLATFORM, INTEGRATION & MIGRATION

2.3.1. Cloud hosting SSO, AD, LDAP Integration

2.3.2. Document Management System

2.3.3. M365 tenant integration

2.4. SUPPORT & TRAINING

2.4.1. Onsite and Remote Support

2.4.2. Onsite and Remote Training

3. DURATION OF CONTRACT

QCTO will enter into a thirty-six months (36) performance-based contract with the successful service provider, the contract will be renewed annually based on performance.

4. PRICING:

The Bidder's proposed cost for the project should be an all-inclusive maximum fixed price fee. This amount must be inclusive of VAT.

5. ACCEPTANCE OF QUOTATIONS

The QCTO does not bind itself to accept either the lowest or any other quote and reserves the right to accept the quote which it deems to be in the best interests of the organization. QCTO reserves the right to accept the offer in full or in part or not at all.

6. EVALUATION CRITERIA

QCTO may request additional information, clarification, or verification regarding any information contained in or omitted from a bidder's proposal. This information will be requested in writing, and the bidder must provide the requested information within forty-eight (48) hours after the request has been made; otherwise the bidder may be disqualified;

QCTO may conduct due diligence on any bidder, which may include interviewing customer references or other activities to verify a bidder's or other information and capabilities (Including visiting the bidder's various premises and/or sites to verify certain stated information or assumptions) and in these instances, the bidders will be obliged to provide QCTO with all necessary access, assistance and/or information which QCTO may reasonably request and to respond within the given time frame set by QCTO;

The Request for Quotation will be evaluated in three stages:

Stage 1: Pre-Qualification (Mandatory Evaluation)

QUOTE SUBMISSION AND COMPLIANCE

1.1. Original technical proposal and supporting documents

1.2. The proposal must be sent to tenders@qcto.org.za

I/We have attached to this document:	Tick submitted if		Office use
• Technical proposal	Yes	No	
• Completion of SBD 1, SBD 4 and SBD 6.1	Yes	No	
• CSD Registration (National Treasury)	Yes	No	

NB: Please paginate your proposal submission by using numbered file dividers or similar system and create an index page for ease of reference.

Stage 2 - Phase 1: Functionality

No.	Criteria	Sub-criteria	Points
1.	<p>Bidder's relevant experience for the assignment: (The bidder must attach duly signed and dated relevant reference letter(s) to qualify for the indicated points</p> <p>NB:</p> <p>Reference letters must not be older than 5 years</p>	<p>The reference letters must bear the letterheads of the organization/s where similar service was successfully implemented:</p> <ol style="list-style-type: none"> 1. A bidder with at least one relevant reference letter = 8 points 2. A bidder with at least two relevant reference letters = 16 points 3. A bidder with at least three relevant reference letters = 24 points 4. A bidder with at least four relevant reference letters = 32 points 5. A bidder with at least five or more relevant reference letters = 40 points <p>NB: Letters of agreement, contracts, or purchase orders may not replace relevant reference letters.</p>	40

2.	<p>The service provider must demonstrate by attaching the full CV that the project specialist (Implementer) has the experience, knowledge, skills, and ability to provide QCTO with the required service.</p> <p>The above refers to the experience of deploying the solution.</p> <p>(The bidder must attach the Qualifications and CV and Certificates to qualify for points)</p>	<p>The CV must detail the experience in implementing services.</p> <ol style="list-style-type: none"> 1. Project specialist with 1-year solution deployment experience = 12 points 2. Project specialist with 2 years solution deployment experience = 24 points 3. Project specialist with 3 years solution deployment experience = 36 points 4. Project specialist with 4 years solution deployment experience = 48 points 5. Project specialist with more than 5 years solution deployment experience = 60 points 	60
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Threshold: Bidders who scored less than 65 out of 100 points **for functionality** will not be considered for Presentations / Demonstrations and will be disqualified for this project.

Stage 2 - Phase 2: Presentation/ demonstration

NB: Presentations / demonstrations will be done in person at the QCTO Offices.

QCTO will not reimburse potential service providers for travel Costs and any other related costs.

STAGE 2: FUNCTIONALITY: (PRESENTATION/ DEMONSTRATION): PHASE 2		
Presentation/ Demonstration	Points will be awarded as follows: <ul style="list-style-type: none"> Bidders understanding of the requirements and its capacity to deliver = Maximum 30 points 	30
	<ul style="list-style-type: none"> The extent to which the product addresses the requirements of the QCTO = Maximum 50 points 	50
	<ul style="list-style-type: none"> Explanation as to why the firm should be selected as the preferred Service Provider, including any value-added services = Maximum 20 points 	20
Total		100

Threshold: Bidders who scored less than 80 out of 100 points **for Presentation / Demonstration** will not be considered for further evaluation, namely, Price and BBBEE and will be disqualified for this project.

Stage 3: Price and BBEE

Only bids that achieved the minimum qualifying score/percentage for functionality will be considered further in terms of the 80/20 preference point system.

The formulae to be utilised in calculating points scored for the preference point system will be included in the tender document.

Step 1 will be the calculation of points for price where the lowest bid will score 80 points for price, while bids with higher prices will score lower points for price on a pro-rata basis.

The following formula will be utilised to calculate the points for price in respect of tenders with a Rand value below R50 000 000 (all applicable taxes included):

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

Where:

P_s = Points scored for comparative price of proposal or offer under consideration;

P_t = Comparative price of proposal or offer under consideration; and

P_{min} = Comparative price of lowest acceptable proposal or offer.

Step 2 will be the calculation of points for the B-BBEE status level of contribution where 20 points will be awarded to a bidder for attaining the B-BBEE status level of 1, and lower points will be awarded to bidders with lower B-BBEE status levels as per table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Note: Non-compliant contributors or failure to provide certification substantiating the B-BBEE status level of contribution will result in the Bidder being awarded zero (0) points for the preference point system.

7. CALCULATING THE FINAL SCORE

The points scored for price (step 1) will be added to the points scored for B-BBEE status level of contribution (step 2) to obtain the bidder's total points scored out of 100.

AREAS OF EVALUATION	POINTS
Price	80
B-BBEE Status Level of contribution	20
Total	100

8. SPECIAL CONDITIONS

- 8.1. QCTO may request additional information, clarification or verification in respect of any information contained in or omitted from a Service provider's proposal. This information will be requested in writing;
- 8.2. QCTO may conduct a due diligence on any service provider, which may include interviewing customer references.
- 8.3. QCTO may enforce whatever measures it considers necessary to ensure the confidentiality and integrity of the contents of the proposal;
- 8.4. The appointed Service provider must comply with the POPI act.
- 8.5. QCTO will evaluate the Proposals with reference to QCTO set and approved evaluation criteria guided by the SCM policy as indicated.
- 8.6. All prices quoted must be VAT inclusive.
- 8.7. QCTO will not provide upfront payments.
- 8.8. The successful bidder shall provide the service required based on the set timelines agreed with QCTO.
- 8.9. Service Providers will not be remunerated for submitting proposals.
- 8.10. QCTO reserves the right to not proceed with the project or to not appoint any of the Service Providers invited to submit proposals.

- 8.11. The successful Service Provider should be able to work with other Service Providers.