www.qcto.org.za
256 Glyn Street, Hatfield, Pretoria, 0083
Private Bag X278, Pretoria, 0001
+27 12 003 1800

INVITATION TO TENDER

APPOINTMENT OF A SUITABLE QUALIFIED AND EXPERIENCED SERVICE PROVIDER TO RENEW MICROFOCUS CONTENT MANAGER SOFTWARE LICENSES, HOSTING AND SUPPORT FOR THE QUALITY COUNCIL FOR TRADES AND OCCUPATIONS (QCTO) FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

TENDER NO: QCTO 02/2023

CLOSING DATE: 21 June 2023 at 11:00

Company Name		
Address		
Contact person		
Contact numbers	(w)	(cell)
Email address		

Quality Council for Trades & Occupations
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TABLE OF CONTENTS

1. INTRODUCTION

The QCTO is a Schedule 3A Public Entity that was established in accordance with the Skills Development Act, No. 97 of 1998 (as amended) and the National Qualifications Framework Act, No. 67 of 2008 (as amended) and came into operation on 1 April 2010. The main functions of the QCTO amongst others are to develop standards for occupational qualifications including trades and skills programs, accredit skills development providers, and assessment centres, conduct assessments, quality assurance and issue certificates to qualifying candidates. Therefore, the QCTO is responsible for standards generation and maintenance; quality assurance of occupational full and part qualifications registered on the National Qualifications Framework (NQF) and the Occupational Qualifications Sub-Framework (OQSF) policy, including skills programs. The QCTO has approximately 120 staff members and is situated in Hatfield, Pretoria. More information can be obtained from https://www.qcto.org.za/.

Quality Council for Trades and Occupations (QCTO) seeks to appoint a suitable, qualified and experienced service provider to renew microfocus content manager software licenses, hosting and support for Quality Council for Trades and Occupations (QCTO) for a period of thirty six (36) months, and in accordance with the General Conditions of offer, as well as the specifications are requested to complete this tender document, together with all the standard bidding documents in full and submit proposals in sealed envelopes marked Tender Number: QCTO 02/2023 and placed in the tender box at 256 Glyn Street Hatfield, Pretoria, 0083, not later than the closing time and date.

Table: 1.1

Closing Date	**Address**
Date: 21 June 2023 Time: 11:00	Quality Council for Trade and Occupations Tender Box @ Reception 256 Glyn Street Hatfield Pretoria 0083

NB: Late Submissions will not be considered.

Table: 1.2

There will no briefing session for this tender

Before submission, the tenderers must check that all pages are correctly numbered and that all required documents are signed and initialled. QCTO will hold the duly authorised signatory liable on behalf of the tenderer.

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

Each page should be initialled with black ink.

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1.1 PARTNERSHIPS AND LEGAL ENTITIES

In the case of the tenderer being a partnership, close corporation or a company, a certificate reflecting the names, identity numbers and address of the partners, members or directors (as the case may be) must be submitted with the tender.

1.2 CONSORTIUMS AND JOINT VENTURES

1.2.1 If the tendering unit emanates from a joint venture or collaborative partnership or consortium (including a newly formed company), which does not have a joint track record of at least three (3) years, the individual entities that make up the tendering unit should each provide all the mandatory requirements. Should all the requirements in respect of the tendering unit or the individual entities, as the case may be, not be met, the tendering unit will be disqualified.

1.2.2 It is recognised that tenderers may wish to form consortia to provide the services.

1.2.3 In response to this invitation to tender, a consortium shall comply with the following requirements: -

1.2.3.1 A copy of the agreement entered into by the consortium members shall be submitted with the tender. It shall be signed so as to be legally binding on all consortium members.

1.2.3.2 The tender document shall be signed so as to be legally binding on all consortium members;

1.2.3.3 One of the members shall be nominated by the others as authorised to be the lead member and this authorisation shall be included in the agreement entered into between the consortium members;

1.2.3.4 The lead member shall be the only authorised party to make legal statements, communicate with QCTO and receive instructions for and on behalf of any or all the members of the consortium;

1.3 ACCEPTANCE OF TENDERS

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

2. AIM OF PROPOSAL

The purpose of this bid is to appoint a suitable qualified and experienced service provider to renew Microfocus Content Manager software licenses, hosting and support for Quality Council for Trades and Occupations (QCTO) for a period of thirty-six (36) months. This document intends to provide the prospective service providers with adequate information to understand and respond to QCTO's requirements. It serves to ensure uniformity in responses and to provide a structured framework for the evaluation of proposals. The appointment will be for a period of thirty-six (36) months commencing on the date as prescribed in the Letter of Award and signed Service Level Agreement to be signed by both parties.

3. SCOPE OF SERVICES

The scope of work and expectations to renew Microfocus Content Manager software licenses, hosting and support are outlined as follows:

3.1 To renew Software licenses;

3.2 To provide professional services for five (05) days per calendar month.

3.3 Any unused professional support days must roll over up to 12 months.

3.4 500 GB of Microsoft Azure storage

3.5 To train QCTO Registry staff (Administrators) on any new features of Content Manager.

4. EXPECTED OUTCOMES

The Microfocus shall be fully renewed for each year, and adequate professional services will be rendered. In addition, Microsoft Azure hosting services shall be supplied to support the Content Manager platform.

4.1 Renewal for the next year shall be subject to satisfactory performance in the preceding year as determined by the QCTO.

4.2 The signing of an SLA between the two (02) parties, namely the successful tenderer and QCTO.

4.3 The proposed team should be responsible for support. Any changes to the team shall be discussed and agreed upon priory with the QCTO.

5. DELIVERABLES

5.1 Annual software licenses (including any patches or upgrades) for the Microfocus Content Manager system to function.
5.2 Training of QCTO Registry staff (Administrators).
5.3 On-going support of the Microfocus Content Manager system.
5.4 Hosting of the Microfocus Content Manager system.

6. PRICING

6.1 The tenderer must submit details regarding the tender price for the services on the pricing schedule provided in SBD 3.2. The completed form/s must be submitted together with the price proposal.
6.2 Bidders are required to indicate their rates (costs) inclusive of all applicable taxes.
6.3 Bidder's proposed cost for the project should be an all-inclusive maximum fixed price fee.
6.4 All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).
6.5 QCTO will not provide upfront payments.

ITEM NUMBER	DESCRIPTION
1.	Software licenses (Annual renewals)
2.	500GB of Microsoft Azure storage
3.	On-going professional services support at five (05) days per calendar month
	Total (Inclusive of Hosting of the Microfocus Content Manager system)

NB: FAILURE TO PROVIDE THE PRICING PROPOSAL AND SBD 3.2 WILL INVALIDATE THE BID AND RESULT IN IMMEDIATE DISQUALIFICATION OF THE PROPOSAL

One (1) original pricing proposal must be submitted in **a separate sealed envelope**: 'The pricing schedule must be submitted adjacent to the SBD 3.2 form in the bid proposal'.

7. SUBCONTRACTING

No part of the required services can be subcontracted; the full required service of this bid must be performed by the contracted service provider participating in the bidding process.

8. SERVICE LEVEL AGREEMENT

The successful bidders will be expected to enter into a service-level agreement with the QCTO. The service level agreement will include, amongst others, the following:

i. Period of agreement;
ii. Changes to the proposed team;
iii. Method of communication and reporting;
iv. Non-performance;
v. Financial penalties and termination of the contract;
vi. Procedures relating to payments;
vii. Procedures relating to management reports;
viii. Terms of deliverables;
ix. Reviews;
x. Confidentiality; and
xi. Disputes.

9. EVALUATION CRITERIA

QCTO may request additional information, clarification, or verification regarding any information contained in a tenderer'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 related information and capabilities and, in these instances, the bidders will be obliged to provide QCTO with all necessary assistance and/or information which QCTO may reasonably request and to respond within the given time frame set by QCTO;

The 80/20 principle will be applied in terms of the Preferential Procurement Policy Framework Act.

The tender will be evaluated in three stages:

- Stage 1: Mandatory
- Stage 2: Functionality - Industry Experience, expertise and capacity
- Stage 3: Price and Specific Goals

Stage 1: Mandatory Evaluation

During this stage, proposals will be reviewed to determine compliance with all mandatory requirements, and such documents must be signed by a duly authorised representative.

I/We have attached to this document:	Tick if submitted		Office use
• Four hard copies of the technical bid document including the duly completed terms of references document (initialled by authorised signatories)	Yes	No	
• Submission of the tender pricing together with the completed SBD 3.2 (Separately sealed in an envelope labelled **PRICING**).	Yes	No	
• One (1) USB Submission of the technical bid document including the duly completed terms of references document (initialled by authorised signatories)	Yes	No	
• Proof of company/closed corporation registration and a copy of CM/CK certificates	Yes	No	
• Copies of the identity documents of those with equity/shares	Yes	No	
• Duly Completed Standard Bidding Documents (SBD 1, SBD 4, SBD 6,1)	Yes	No	
• CSD Registration (National Treasury)	Yes	No	
• Copy of Original Equipment Manufacturer (OEM) certificate (Microfocus Partner letter)	Yes	No	
• Letter of Good standing (COIDA) issued by Department of Labour	Yes	No	

Note: Failure to meet or submit any or all the above mandatory requirements will lead to bidder being disqualified.

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Stage 2: Functionality

No.	Evaluation Criteria	Guideline	Scoring	Points
1	**Certification Level**	Certification: Level 400 Certification in Micro Focus Content Manager. (Formal document from Micro Focus (Vendor) to serve as confirmation)	• No Certification in Micro Focus Content Manager **= 0 points** • Lower than Level 400 **= 10 points** • Level 400 or better = **25 points**	**25**
2	**Specialisation levels**	Specialisation levels: - 1. CyberRes Specialist - Gold; 2. Data Security - Portfolio Expert; 3. Information Management and Governance Specialist - Gold; 4. Secure Content Management– Portfolio Expert. {Formal document from Micro Focus (Vendor) to serve as confirmation}	• Two or less of the listed specialisation = **0 points** • Three of the listed specialisation = **15 points** • Four of the listed specialisation = **25 points**	**25**
3	**References**	Reference Sites where Content Manager has been implemented in South Africa must be provided (Signed customer Letters to serve as confirmation) Official reference letters must bear the letterheads of the	• A bidder with one (01) relevant letter **= 5 points** • A bidder with two (02) relevant reference letters = **20 points** • A bidder with three (03) or more relevant reference letters = **30 points**	**30**

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No.	Evaluation Criteria	Guideline	Scoring	Points
		organization/s where similar service was successfully rendered with the following: • Duly signed and dated • Name of the bidder mentioned • Period of contract • Recommendations		
4	**Microsoft Azure Hosting**	Confirmation of experience in Implementing and hosting Content Manager on Microsoft Azure. (invoices showing MS Azure billing for any of the clients in section 3 above)	• A bidder with one (01) Content Manager deployment on MS Azure **= 5 points** • A bidder with two (02) Content Manager deployments on MS Azure= **15 points** • A bidder with three (03) or more Content Manager deployments on MS Azure = 2**0 points**	**20**
				100

Each criterion will be assessed and scored on the evaluation sheet using the above points.

Threshold: Bidders who score less than <u>**70 out of 100** points on functionality will not be considered for Price and Specific goals will be disqualified for this project.</u>

Each criterion will be assessed and scored on the evaluation sheet using the above points.

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Stage 3: Price and Specific Goals

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):

$$Ps = 80\left[1 - \left(\frac{Pt - P\,min}{P\,min}\right)\right]$$

Where:

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

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

Pmin = Comparative price of lowest acceptable proposal or offer.

Step 2 will be the calculation of points for the Specific goals contribution where 20 points will be awarded to a Bidder as per table below:

Specific goals	Number of Points
Women	5
Youth	5
Historically Disadvantaged Individuals (HDI)	10

Note: Non-compliant contributors or failure to provide certification or affidavit substantiating the attainment of any of the Specific goals criteria will result in the Bidder being awarded zero (0) points for the Specific goal. In the case of B-BBEE certificates, the bidder must also submit the full verification report, which shows the percentage of Women ,Youth and HDI ownership.

10. CALCULATING THE FINAL SCORE

The points scored for the price (step 1) will be added to the points scored for the Specific goals (step 2) to obtain the tenderer's total points scored out of 100.

AREAS OF EVALUATION	POINTS
Price	80
Specific Goals	20
Total	**100**

11. TENDER VALIDITY PERIOD

The validity period for this tender is 180 days.

12. ENQUIRIES

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

1. Mr. Tafadzwa Ramhewa
   E-Mail: Ramhewa.T@qcto.org.za

2. Mr. Mulalo Ramabulana
   Email: Ramabulana.M@qcto.org.za

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

1. Mr Lekhotla Motloung

E-mail address: tenders@qcto.org.za