



OUR REF	RFQ 20553
ENQUIRIES	Lerato Monyepao
TELEPHONE	012 428 6055
DATE	11 May 2022

RFQ 20553: PROVISION OF SIEBEL CRM SUPPORT SERVICES FOR A PERIOD OF 12 MONTHS

Dear Bidder

The South African Bureau of Standards (SABS) hereby invites you to submit a quotation for the provision of SIEBEL CRM support services for a period of 12 months.

The details of the service to be provided is in the attached Request for Quote, **RFQ 20553**.

Please note the following:

- Scope of services specified on page 3
- Closing date specified on page 4
- SABS Procurement terms and conditions (accessed on the sabs website)
- **Bidder must submit the following documents with the quotation:**
 - Treasury Central Supplier Database (CSD) registration report
 - A valid copy of BBBEE/Sworn Affidavit
 - SBD 9 Certificate of Independent Bid Determination
 - Appendix A - Declaration of interest
 - Appendix B- Non- Disclosure agreement

SOUTH AFRICAN BUREAU OF STANDARDS – Established in terms of Section 2 of the Standards Act, 1945, as amended

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1. Background

Established in accordance with the Standards Act, 1945 (Act No. 24 of 1945), the SABS has a seventy-year history in the development and maintenance of national standards and the provision of conformity assessment services to the South African economy. The SABS continues to operate in terms of the Standards Act, 2008 (Act No. 8 of 2008) as the national standardization institution in South Africa, mandated to:

- develop, promote and maintain South African National Standards;
- promote quality in connection with commodities; and
- render conformity assessment services and matters connected therewith.

2. Request for Quotation (RFQ)

This RFQ serves as an invitation to submit a quotation for **the provision of SIEBEL CRM support services for a period of 12 months** subject to the SABS Standard Terms and Conditions, of which a copy is available on www.sabs.co.za, accessible through the link: https://www.sabs.co.za/Procurement/proc_toc.asp

The Bidder is requested to supply its quotation, in writing, by the date specified. Should the Bidder require any clarification, the clarification should be submitted by e-mail to the Procurement Specialist identified in this document.

By submitting a quotation in response to this RFQ or participating in this RFQ process, the Bidder accepts that it is subject to and bound by all the terms and conditions contained in this RFQ document.

3. Confidentiality

This document may not be used for any purpose by the Bidder other than for developing their response to it, and all reasonable efforts must be taken by the Bidder to ensure confidentiality of any information provided. This document and any other information of a confidential nature provided to the Bidder during the course of RFQ process are and will be covered by the non-disclosure agreement to be signed between the SABS and the Bidder.

4. No Contract

Bidders shall note that this RFQ does not commit the SABS to any course of action resulting from the receipt of quotations and the SABS may, at its discretion reject any submission which does not conform to instructions and specifications which are contained herein or select a Bidder based upon its own unique set of criteria. The SABS also reserves the right not to select a bidder.

Nothing in this document shall be construed as a contract between the SABS and the Bidder, and no communication, whether verbal or written, by the SABS personnel or agents during the course of this process shall create such a contract in respect of the requirements specified in this RFQ.

5. No Obligation to Proceed

The SABS reserves the right to discontinue the RFQ evaluation process at any time and will not be responsible for any losses incurred by the Bidder as a result of discontinuance of the RFQ process

6. Validity of Proposals

The Bidder's quotation shall remain valid for a period of one hundred and twenty (120) days from the closing date. The SABS may at any time prior to the expiry of the bid validity period, extend the above validity period by sixty (60) days by written notice to the Bidders. In that event, the SABS will not require any consent from the Bidders, and bidders will not be required or permitted to amend any of their quotations.

The SABS retains the right, but is under no obligation, to request Bidders to extend the validity periods of their quotations, prior to expiry thereof, if it has already invoked the extension referred to above and it is in the SABS' interest to further extend the bid validity period. Such request shall be in writing. The Bidder is not obliged to extend the validity period. Also, bidders will not be required or permitted to amend any of their quotations.

7. Scope of Service – SIEBEL CRM Support Services

Overview

The services comprise the support and maintenance of Siebel CRM the SABS business application Siebel CRM version 8.1

Objectives

The following are the key high-level service objectives the SABS expects to achieve through this RFQ:

- To meet SABS business needs for available, reliable, scalable and secure business applications.
- Provide applications that support business operations.
- Improve end users experience and productivity.
- Improve total cost of ownership management while supporting SABS' business initiatives.
- Acquire onsite support services with high availability guarantees backed by Service Levels Agreements (SLAs).
- Acquire services that will leverage operational scale and best practices to achieve optimum results.
- Maintain compliance with industry standards and government regulations (e.g., ITIL, etc).

Requirements:

SIEBEL CRM SUPPORT

The successful service provider will be required to provide for the end-to-end management that includes Maintenance and Support of the SABS Siebel CRM Solution to enable SABS to provide improved service to its customers. System Development and Enhancement services will be dealt with on a time and material basis at the discretion of the SABS. A rate card should be provided.

The current CRM version is 8.1 and runs on the Oracle 11g database. The following functionality has been implemented:

- A comprehensive customer database that enables a holistic view of the customer
- A Call Centre management system that handles inbound/outbound calls
- Management reporting capability
- Report on activities and queries
- Provision of graphical dashboards
- Audit trails
- Integration points established: CTI, Inbound/outbound email, JD Edwards, the Laboratory Information Management System (LIMS) and the SABS telephone system
- Workflow management with:
 - Escalation capability and
 - Rules management
- IVR (Integrated voice response)

The **repository reconciliation** exercise is aimed at ensuring the below:

- Presence and correctness of all required objects essential for smooth running of the application.
- Identification, verification and correcting of all identified and yet to be identified Siebel best practices that may have been missed when the application was initially configured.
- Identification and correction of the entire system repository by comparing and matching up all Siebel environments.
- Stabilization of the production/live environment in readiness for further configuration of change requests and business requirements that may arise going forward.

Integration Services

The successful service provider will be required to provide Development, Maintenance and Support of the application integration services on an on-going basis.

8. Mandatory Requirement

Oracle Gold Partner

All bidders must attach the relevant proof of Oracle Gold Partner documentation.

Proposals that do not contain the partner documentation will not be evaluated further.

9. Functional Expertise and Competency

no.	Selection Criteria		
	Functionality will be measured on a scale of 1-5, Very Poor:1, Poor:2, Average:3, Good:4, Excellent:5	sub weight	Weight
1	TRACK RECORD IN MAINTENANCE AND SUPPORT		
	Company's years of experience in providing SIEBEL CRM/ relevant services (company profile to be provided indicating the number of years experience)		
	No relevant experience	0	
	1-3 Years of experience	1	
	4 Years of experience	2	
	5 Years of experience	3	
	6-8 Years of experience	4	
	> 8 years of experience	5	
2	SIEBEL CRM SERVICES IN MEDIUM TO LARGE ENTERPRISES		
	Bidder must provide clients Testimonials/ contactable references where SIEBEL CRM services was rendered		
	No relevant testimonial/reference letter provided	0	
	1-2 client testimonial(s)/reference letter(s) provided	1	
	3 client testimonials/reference letters provided	2	
	4 client testimonials/reference letters provided	3	
	5 client testimonials/reference letters provided	4	
	> 6 client testimonials/reference letters provided	5	
3	DEMONSTRATION OF SKILLS AND CAPACITY		
	Provide the professional profiles (CV's) of the individuals that will be responsible for, and working on, the assignment including any credentials and/or certifications related to the SABS technology as per the scope of work.		
3.1	Principal Consultant Certified in Oracle Siebel 8		
	No	0	
	Yes	5	
3.2	System Administrator's Experience in Oracle Siebel 8 to 19		
	No experience in Oracle Siebel 8 to 19	0	
	1-2 years experience	1	
	>3 to 4 years experience	2	
	>4 to 5 years experience	3	
	>5 to 6 years experience	4	
	> 7 years of experience	5	
4	SERVICE MANAGEMENT, REPORTING & SLA		
	The SABS requires a minimum of 95% uptime. The SABS prefers the supplier provide a dedicated service manager to ensure a single point of contact throughout the length of the contract with billing and SLA meetings occurring monthly. In their proposal the bidder must indicate the following: <ul style="list-style-type: none"> ● The bidder will provide a dedicated service manager ● The bidder will provide monthly reports to the SABS ● The service manager will be available for monthly meetings 		
	No	0	
	Yes	1	
			100%
Minimum threshold is 70%			

10. Timelines

MILESTONES	DATE AND E-MAIL ADDRESS
Closing Date and Time No late submissions will be accepted.	24 May 2022 at 11:00 am
Method of submission.	Responses should be submitted via email Lerato.Monyepao2@sabs.co.za and procurement.request@sabs.co.za Maximum size 14 MB, Proposals/ Bids must be submitted on PDF Files (compressed zipped folder if necessary), Proposals/Bids submitted via a link and/or "we transfer" will not be accepted <i>It is the Bidder's responsibility to ensure that the quotation is received on time by SABS.</i>

11. Evaluations

Only Bidders who submitted quotations as per mandatory requirement and meet the 70% minimum threshold on functional expertise and competency evaluation will be evaluated further on pricing.

12. Quotation

The quotation should but not limited to the following:

- Delivery to **SABS** (Refer to section 14)
- Transportation cost
- Fixed price, where foreign currencies are involved, bidders should make provision for forward cover.

13. Contact information

All enquiries regarding this RFQ must be e-mailed/directed to Lerato.Monyepao2@sabs.co.za and **012 428 6055**. Bidders must not contact any other SABS' personnel regarding this RFQ, as it may lead to the Bidder's disqualification. Also note that any canvassing by Bidders/Suppliers regarding this RFQ will result in disqualification.

14. Advance payment

The SABS will not make an upfront or advance payment to a successful Bidder. Payment will only be made in accordance to the delivery of service or goods that will be agreed upon by the SABS and the successful Bidder.

15. Responsibility for costs

Under no circumstances shall the SABS be responsible for any of the Bidder's costs associated with the preparation and/or submission of its quotation, including any costs incurred by the Bidder prior to the signature, by both parties, of an agreement resulting from a successful bid.

16. Bidder's contractual terms

The SABS will not be bound by any legal or contractual terms as may be included in the Bidder's quotation, in response to this RFQ.

17. BBBEE Certificate

BBBEE documents will not be used to determine the outcome of an award. However, for the purposes of the SABS BBBEE scorecard calculation all successful bidder(s) must submit a valid BBBEE certificate or sworn affidavit (whichever is applicable) with their proposals or upon award. Failure to do so may invalidate the award as this may compromise the SABS BBBEE scorecard calculation.

APPENDIX A –DECLARATION OF INTEREST

Any legal person, including persons employed by the state, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes an advertised competitive bid, a limited bid, a proposal or written price quotation). In view of possible allegations of favoritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorized representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

2.1 Full Name of bidder or his or her representative:

.....

2.2 Identity Number:.....

¹“State” means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

2.3 Position occupied in the Company (director, trustee, shareholder², member):

.....

2.4 Registration number of company, enterprise, close corporation, partnership agreement or trust:

.....

2.5 Tax Reference Number:

2.6 VAT Registration Number:

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / PERSAL numbers must be indicated in paragraph 3

2.7 Are you or any person connected with the bidder presently employed by the state? **YES / NO**

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

.....

Name of state institution at which you or the person connected to the bidder is employed:

.....

Position occupied in the state institution:

Any other particulars:

.....

.....

.....

2.7.2 If you are presently employed by the state, did you obtain work outside employment in the public sector? **YES / NO**

2.7.2.1 If yes, did you attach proof of such authority to the bid document? **YES / NO**

²"Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....

.....

.....

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? **YES / NO**

2.8.1 If so, furnish particulars:

.....

.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state who may be involved with the evaluation and or adjudication of this bid? **YES / NO**

2.9.1 If so, furnish particulars

.....

.....

2.10 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid? **YES/NO**

2.10.1If so, furnish particulars.

.....
.....

2.11 Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidding for this contract?

YES/NO

2.11.1If so, furnish particulars:

.....
.....

3 Full details of directors / trustees / members / shareholders.

<u>Full Name</u>	<u>Identity Number</u>	<u>Personal Income Tax Reference Number</u>	<u>State Employee Nr / Persal Nr</u>

4 DECLARATION

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME SHOULD THIS

DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

APPENDIX B - NON DISCLOSURE AGREEMENT

THIS AGREEMENT is made BETWEEN

The South African Bureau of Standards (SABS), an Public Entity that continues to exist in terms of section 3 of the Standards Act 2008, whose principle place of business is at 1 Dr Lategan Road, Groenkloof, Pretoria, 0001, South Africa.

AND _____ ("the Supplier") whose registered office is at

(Hereinafter referred to as the "parties")

WHEREAS in the course of discussions and/or negotiations with the South African Bureau of Standards, the Supplier has received or may receive in future information relating to this **RFQ 20553** for the South African Bureau of Standards and other related information hereinafter referred to as "Confidential Information".

In consideration of the Supplier to-which the South African Bureau of Standards or any person affiliated with it, including its subsidiary, agent, representative(s) or such related entity may provide Confidential Information in connection with such discussions and/or negotiations to. Therefore the parties wish to agree as follows:

1. The Supplier will maintain strictly secret and confidential all information relayed or transmitted to it in any manner or form and will not divulge any part of the Confidential Information directly or indirectly to any person, firm or entity (other than such of its employees who have a need to know the Confidential Information for the purposes of fulfilling the Supplier's obligation to the South African Bureau of Standards.
2. The Supplier shall not make copies of the Confidential Information or otherwise disseminate any of the Confidential Information (except as may be required to fulfil specific obligations towards South African Bureau of Standards) without South African Bureau of Standards express prior written consent.
3. This agreement applies to information whether or not such information is marked as or appears to be confidential and whether or not such information is of commercial use to South African Bureau of Standards or any other party.
4. This agreement shall not apply to information which:-
 - (a) the Supplier can show had been lawfully received by it prior to disclosure under this agreement.
 - (b) is in the public domain or becomes so otherwise than through breach of this agreement;
 - (c) was disclosed to the Supplier by a third party who was under no obligation of confidence in respect thereof;

5. The South African Bureau of Standards retains ownership of Intellectual property rights on all material and processes relating to the service provided for and on its behalf by the supplier.
6. The Supplier shall observe its obligations under this agreement until expiry of a period of 12 months from the date of signature.

IN WITNESS WHEREOF the parties hereto have executed this agreement in duplicate.

For the Bidder

Signed at..... on this.....day of2022

Signed on behalf of the Supplier, duly authorised thereto..... (signature)

..... (name) (title)

Witness 1.

Witness 2.

For the SABS

Signed at..... on this.....day of2022

On behalf of the SABS, duly authorised thereto..... (signature)

..... (name) (title)

Witness 1.

Witness 2.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

- 1 This Standard Bidding Document (SBD) must form part of all bids¹ invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury bidding Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder

SBD 9

6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

³ **Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.**

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder