

TERMS OF REFERENCE – REQUEST FOR QUOTATIONS

THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE, IMPLEMENT AND SUPPORT A VIRTUAL SITE VISIT TOOL

Food & Beverages Manufacturing Sector Education and Training Authority (FoodBev SETA) hereby invites you to submit quotations to supply, install and support a virtual site visit tool for FoodBev SETA.

Closing date of submission	15 May 2024
Closing time of submission	16:00
Quotes to be e-mailed to	scm@foodbev.co.za
All quotes must be valid for at least	30 days
Delivery address for the services	7 Wessel Road, Rivonia, Johannesburg

All queries/ clarifications can be sent in writing, citing the bid reference above to the under-mentioned person before the closing date for the quote:

Queries address to	Mr Lunga Mokoena
Telephone Number: Landline	011 253 7300
e-mail address to send queries	scm@foodbev.co.za

1. BACKGROUND

FoodBev SETA is a Schedule 3A Public Entity established in terms of the Skills Development Act 97 of 1998. FoodBev is currently operating in Johannesburg at number 7 Wessels Road, Rivonia. FoodBev SETA's function is to promote, facilitate and incentivize skills development in the food and beverages manufacturing sector.

FoodBev SETA is one of 21 Sector Education and Training Authorities (SETAs) across the economy mandated to facilitate the delivery of skills development in the country in line with National Skills Development Plan (NSDP) outcomes.

As part of the digital transformation journey that FoodBev SETA is embarking on, the organization seeks to leverage technology to digitalise and automate some of its physical and manual business processes. To this effect, the organization requires a tool to enable it to conduct some of its site visits virtually through the use technology. The tool is aimed at minimising travelling costs and improving the quality of site visit reporting.

2. PURPOSE AND OBJECTIVES

FoodBev SETA is seeking to invite prospective service providers to submit a proposal for the provisioning of a virtual site visit solution.

The objectives of the implementation of the Virtual Site Visit application:

- To ensure that part of FoodBev SETA's digital transformation drive is achieved.
- To reduce travel associated costs using real-time remote video assistance.
- To increase productivity by eliminating the amount of time spent on the road for site visits.

3. SCOPE OF WORK

- Supply, configure, install, and support the virtual site visit tool.
- The tool must cater for 500 virtual visit sessions for a period of 12 months.
- The tool must provide the following features.

	Features	Requirements
1.	500 site visits sessions/Year	Yes
2.	Invite guests to a call by SMS, email or WhatsApp on any device	Yes
3.	2-3x magnification of video stream	Yes
4.	Collaborative pointer on Live Video	Yes
5.	High-Quality Photos Using Guest's Camera	Yes
6.	Date & Time Stamp & Geo Location captured	Yes
7.	Collaborative Markup on Photos	Yes
8.	Save photos and their markups	Yes
9.	Photo thumbnails during the live video call	Yes
10.	Screenshare with Pointing & Markup	Yes
11.	Agent's ability to turn on guest's mobile flashlight	Yes
12.	Collaborative Pointer & Markup on Screenshare	Yes
13.	Capture Lat-Long coordinates of guests and display them on map	Yes
14.	Admin access and configuration	Yes
15.	Bookmarks with captured photos	Yes
16.	Monitoring network quality	Yes
17.	Add additional guests to the ongoing video call	Yes
18.	Text extract using OCR technology	Yes
19.	Survey after call	Yes
20.	Agents can customize the SMS invite	Yes
21.	Setup a Custom Cloud storage	Yes
22.	Custom Domain (Branding)	Yes



23.	Internal Contact List	Yes
24.	Create multiple domains	Yes
25.	Unlimited Call Experience Configurations	Yes
26.	Custom Reporting & Analytics	Yes
27.	APIs/SSO/Integration capability	Yes
28.	Simultaneous video streaming from all participants (Gallery Mode)	Yes
29.	Chatting during video session	Yes
30.	Call scheduling	Yes
31.	White labelling and custom branding	Yes
32.	Minimum participants including host	5
33.	Branded Mobile App for Android and iOS.	Yes
34.	Use your own Sender ID for sending SMS.	Yes
35.	Option to add Guest as Silent Observer	Yes
36.	Notes taking during the inspection.	Yes
37.	Carbon footprint reduction reports.	Yes
38.	Auto Generated Inspection reports.	Yes

Duration of the project

- The proposed solution must be for a 12 months' subscription.
- During the 12 months' period, the service provider should provide support and maintenance of the system.
- The data that is generated during the use of the application will belong to FoodBev SETA during and after the license has expired.

4. RFQ EVALUATION PROCESS AND CRITERIA:

- 4.1. Criteria 1: Compliance evaluation** – Bidders will first be evaluated in terms of compliance, that is, meeting minimum requirements. Bidders who do not fulfil all the requirements or do not submit required documents using the required format, will be disqualified and will not move onto the next stage of evaluations.
- 4.2. Criteria 2: Functional Criteria** – Functionality points are equal to **100.00** points. Bidders are required to achieve a minimum score of **70.00** points on functionality evaluations to qualify to be evaluated on Specific goals & Price. All bidders who do not score the minimum points will be disqualified.
- 4.3. Criteria 3: Price and Specific goals** will be evaluated on an 80/20 preferential procurement principle for all bids above R30 000 but below R50 million.



5. CRITERIA 1 - COMPLIANCE EVALUATION

- 5.1. Must be registered on the National Treasury CSD (Central Supplier database): A full report must be submitted.
- 5.2. Standard Bidding Documents (SBD) forms: (SBD 1, SBD 4, SBD 6.1): completed and signed by the duly authorized person.
- 5.3. Tax clearance certificate and Pin.
Failure to submit the above documents will result in the bidder being disqualified.

6. CRITERIA 2 – FUNCTIONALITY EVALUATION

Functional criteria		Weight
1. Methodology and Project Plan		20.00
The bidder should submit a detailed execution plan with clear activities and timelines in response to the terms of reference. The details on: - Initiation - Planning - Design - Execution		
▪ No project plan submitted, or project plan submitted with no clear activities and timelines	0.00	
▪ Submission of a project plan with clear activities and timelines and include not all requirement	10.00	
▪ Submission of detailed project plan with clear activities and clear timelines which includes all the requirements	20.00	
2. Company Experience (Reference Letters)		Weight
The bidder should have at least five (5) years’ experience in providing data warehouse and business intelligence solution advisory services. The bidder must provide a minimum of three (3) relevant reference letters or testimonials for similar work done in the last five (5) years. The reference letters must be on the bidder’s client’s letterhead, duly signed by the authorized person, reflecting the level of service and performance provided by the bidder.		40.00
▪ One (1) reference letter	10.00	
▪ Two (2) reference letters	30.00	
▪ Three (3) or more reference letters	40.00	
3. Demonstration of the Tool		Weight
The bidder will be expected to do a demonstration of the tool. The demonstration will be conducted physically in FoodBev SETA offices or virtually (MS Teams).		40.00
▪ Tool does not satisfy the requirements	0.00	
▪ Tool caters for some of the requirements	20.00	
▪ Tool fully caters for requirements	40.00	
Total		100.00



7. CRITERIA 3: PREFERENCE POINTS ALLOCATION

- 7.1. **80/20 preference point system for acquisition of goods or services for Rand value equal to or above R30 000 and up to R50 million as follows:**

CRITERIA	MEANS OF VERIFICATION	POINTS
Price	Proposed Bid Price	80,00
Preference Points	Specific Goals	20,00
Total Points		100,00

- 7.2. The following allocation will determine the specific goals (20.00 points) for this tender process:

Category	% Allocation for each category	Points allocated
Black People Ownership	50%	10,00
Woman Ownership	*30%	6,00
Black Youth Ownership	*20%	4,00
Total	100%	20,00

**Only representation is required from these categories, regardless of the percentage. Evidence of representation in ownership is required for eligibility to score points for specific goals.*

- 7.3. Bidders must submit the following documents (certified, not longer than six (6) months, as a means of verification for specific goals:

- 7.3.1. CIPC documents (company registration documents),
- 7.3.2. Bidders National Treasury CSD registration form,
- 7.3.3. Completed and signed SBD 6.1 form, (attached)
- 7.3.4. Shareholder certificates, and
- 7.3.5. Copy/ies of Identity document(s) for shareholder(s) and directors.

8. COSTING

No.	Item Description	Cost
Virtual Site Visit Tool		
1.	Once of set-up fee	R
2.	Licenses and Support (12 months)	R
Sub-Total		R
VAT @15%		R
Grand Total		R



9. CONDITIONS OF CONTRACT

The successful service provider undertakes:

- 9.1. To treat all relevant and available data and/or information provided by the FoodBev SETA and its employees strictly confidential;
- 9.2. Not to discuss or make any information available to any member of the public, press or other service provider/consultant or any other unauthorized person(s) except as authorized by the FoodBev SETA;
- 9.3. Not to copy or duplicate any software or documentation for private use;
- 9.4. To give back to the FoodBev SETA all documentation, reports, programmes etc. upon completion of the project;
- 9.5. General conditions of tender, contracts and orders will be applicable in the execution of the contract;
- 9.6. Parking and travel between the prospective service provider's home/office and the FoodBev SETA will be borne by the Service Provider;
- 9.7. Failure to adhere to the above conditions will lead to the invalidation of the quotation;
- 9.8. The FoodBev SETA reserves the right to discontinue work on any element of the quotation at any given time in consultation with the Senior Manager: Human Resources of the FoodBev SETA, for example the quality of work delivered is poor or the service provider is unduly delaying delivery of service;
- 9.9. Enter into a Service Level Agreement with the FoodBev SETA before the final acceptance of the tender proposal.
- 9.10. The Contract/SLA may be finalized within a period of maximum of five (5) working days for signature before commencement of the work. Bidders must note that FoodBev SETA contracts are vetted by outsourced lawyers therefore it is important to note that it is the responsibility of the bidder to also vet their contract before signing it off.
- 9.11. If two or more tenderers score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for specific goals.
- 9.12. If functionality is part of the evaluation process and two or more tenderers score equal total points and equal preference points for specific goals, the contract must be awarded to the tenderer that scored the highest points for functionality.
- 9.13. If two or more tenderers score equal total points in all respects, the award must be decided by the drawing of lots

10. IMPORTANT INFORMATION TO NOTE - GUIDELINES

10. Disclosures

Bidder to disclose if they have been subject to proceedings or other arrangements relating to bankruptcy or insolvency.

11. DISCLAIMER

- 11.1. FoodBev SETA reserves the right not to appoint a service provider
- 11.2. Not to appoint a bid that scored the highest points i.e. award a bid, on reasonable and justifiable grounds, to a bidder that did not score the highest points
- 11.3. Award the contract or any part thereof to one or more service providers
- 11.4. Reject all bids



- 11.5. Decline to consider any bids that do not conform to any aspect of the bidding requirements
- 11.6. Request further information from any bidder after closing date for clarity purposes
- 11.7. Cancel this RFQ or any part thereof at any time
- 11.8. Require the shortlisted bidders to make presentations at the venue communicated with the bidder and this presentation will be made by bidder at their own cost
- 11.9. Points scored will be rounded to 2 decimals
- 11.10. FoodBev SETA does not communicate with any bidders telephonically indicating that the bidder will be assisted to receive the award in return of financial resources. FoodBev SETA does not request bribes from any of the bidders and should a bidder receive such request, please that bidder must immediately notify FoodBev SETA and the police.

12. CONFIDENTIALITY

- 12.1. Bids submitted will not be revealed to any other bidders and will be treated with utmost confidentiality.
- 12.2. All information pertaining to FoodBev SETA obtained by the bidder as a result of participation in this RFQ is confidential and must not be disclosed without written authorisation from the FoodBev SETA
- 12.3. The project lead will abide by FoodBev SETA Code of Conduct and all laws, rules and regulations that govern the SETA.

13. MISCELLANEOUS

- 13.1. The service provider should include any additional information deemed useful to the FoodBev SETA in evaluating the proposal.

14. NEGOTIATIONS

- 14.1. FoodBev SETA will enter into negotiations to agree on fees, scope of work, scope of service, and other salient commercial terms with the preferred bidder.

15. VALIDITY

- 15.1. The proposal provided to FoodBev SETA in terms of this request for quotations will be valid for a period of 90 days from the date of submission with the exception of the Tax and B-BBEE certificates which must still be valid at the time of award.
- 15.2. Should there be a need to request extension of the finalization of the award of the bid, the bidders will be duly informed, and the tender/proposal will remain valid except for items mentioned above.

16. CONDITIONS OF PAYMENT

- 16.1. No service should be provided to FoodBev SETA before an official purchase order has been issued to the supplier. An invoice supported by all relevant documentation must be submitted to FoodBev SETA for certification and authorization before payment can be made. Invoices will be payable 30 days after receipt of the invoice and statement.



17. COST OF TENDERING/ PROVIDING QUOTATIONS

17.1. The bidders shall bear all costs and expenses associated with the preparation and submission of the tender document/proposal. FoodBev SETA shall under no circumstances be responsible and/or liable for any such costs, regardless of, and without limitation to the conduct or outcome of the tendering, evaluation, and selection process. The bidder will have no claim against FoodBev SETA where bids are cancelled for whatever reason.

18. UNSUCCESSFUL BIDDERS

18.1. Please note FoodBev SETA decision on the selection of the successful bidder is final and FoodBev will not enter into any further correspondence and/or negotiations with any unsuccessful bidder.

19. PROCEDURES FOR SUBMITTING QUOTATIONS

19.1. The closing date for proposals is 15 May 2024 @ 16h00.

Suppliers must reach the FoodBev SETA before or on the closing date and time. Bidders must email a soft copy of their proposal to: scm@foodbev.co.za.

