

South African National Accreditation System
 Libertas Office Park
 Cnr Libertas and Highway Streets
 Equestria
 Pretoria
 0184

REQUEST FOR QUOTATION



PLEASE COMPLETE AND SUBMIT TOGETHER WITH REQUIRED DOCUMENTS AND QUOTATION

DATE OF ISSUE:	08 November 2022	REQUISITION NUMBER	REQ0004662
CLOSING DATE:	18 November 2022	CLOSING TIME:	11:00
QUOTE VALIDITY:	60 days from the date the RFQ closed	Submissions and enquires to be made to:	Ms Nkhesani Mathebula procurement@sanas.co.za 012 740 8536

1. PRODUCT /SERVICE DETAILS

Description of goods / services: IMPLEMENTATION OF VIRTUAL ASSISTANTS / CHATBOTS FOR OUR WEBSITE		Quantity required
1	<p>SANAS may require short-listed bidders to make presentations or do a demo to the evaluation team. Presentations/demo are designed to give bidders the opportunity to present their solution and various aspects as identified by SANAS. A question-and-answer session is part of the presentation phase.</p> <p>PURPOSE SANAS would like to source and implement a Virtual assistant / Chatbot software and solution that will be used by SANAS clients and assessors to assist them to search and apply for accreditation for our website www.sanas.co.za The Solution must be able to answer questions formulated to it in natural language and respond like a real person and provide responses based on a combination of predefined scripts and machine learning. The purpose is for the SANAS to have a Solution that answers all clients general and application queries and therefore improving the response time on the incoming number of queries and calls to the SANAS</p> <p>BACKGROUND The Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice, Act No. 19 of 2006, recognizes SANAS as the only National Accreditation Body for the Republic of South Africa for conformity assessment, calibration, monitoring of Good Laboratory Practice, and to provide for matters connected therewith.</p> <p>SANAS is a Section 3A Public Entity for purposes of the Public Finance Management Act (PFMA), 1999 (Act No. 1 of 1999) (as amended by Act No. 29 of 1999).</p> <p>SANAS has development and implemented an Online accreditation application and is currently being supported and maintained by the appointed developers. As part of our customer service delivery improvement plan, we would like to implement a virtual assistant / chatbot which would be available 24/7 and that it would assist our clients in successfully filling in and submitting their online accreditation application thorough the online client portal Furthermore, we would like to add a virtual assistant / chatbot to our assessor portal in order assist them with uploading claims and or documentation required for each assessment</p> <p>The bots must be fully functional and operational on both our websites and portals which have been developed on a SharePoint platform</p>	1 Service provider

	<p>OBJECTIVES</p> <ul style="list-style-type: none"> • Effectively manage enquiries and provide resolution. • Communicate tailored information based on client query • Create and manage a knowledge base for efficient management of services. • Have comprehensive dashboards for monitoring and management. • Have survey capabilities. • Have FAQ from initiation of the accreditation application submission to resolution or submission to the application. • Have a Solution that is automated and accessible self-service function. • The Solution must regularly updated and easily maintainable • The solution must be POPIA compliant • develop a database so that repetitive customer questions and scale our business without increasing headcount or budgets • support around the 11 official languages <p>We envision two (2) virtual assistants / chatbots to assist with the following</p> <ul style="list-style-type: none"> • Clients applying for accreditation and as they will log into their portal, we would like conversation history to be saved for each client • Assistance with the activation of our websites to find for example, accredited facilities, and or policies etc <p>Please note: Even though we only need 1 bot currently, the pricing schedule is requesting pricing for 2 bots this will cater for scalability, future growth, or requirements in the 36 months after the commission of the project</p> <p>The scope of work is found in Annexure A - SCOPE OF WORK AND EXPECTED OUTCOME</p>	
Expected date of delivery:	November 2022	
Contract or once-off:	Once off implementation and Service level agreement for 36 months	
Technical / Mandatory requirements:	Annexure A	
Other information:	<p>Presentations/Demos: Compulsory virtual teams' session will be scheduled for short listed bidders</p> <p>SANAS may require short-listed bidders to make presentations or do a demo to the evaluation team. Presentations/demo are designed to give bidders the opportunity to present their solution and various aspects as identified by SANAS. A question-and answer session is part of the presentation phase.</p> <p>Compulsory briefing</p> <p>14 November 2022</p> <p>Time 11:00 to 12:30</p> <p>https://teams.microsoft.com/l/meetup-join/19%3ameeting_NTlhZGI0NzAtMzZjMS00NDQ1LTk0MGU0MTFkZTFkZTczYWVm%40thread.v2/0?context=%7b%22Tid%22%3a%22771a188f-45d4-4a64-aa41-05bc63f529dc%22%2c%22Oid%22%3a%222fa393af-25a2-4252-abac-0372f4077bac%22%7d</p>	

SECTION TO BE COMPLETED BY SUPPLIER**2. SUPPLIER DETAILS**

Supplier name:	
CSD number:	
Contact person:	
Contact number:	
Email:	
VAT number (if applicable):	
Physical address:	

3. SCM COMPLIANCE REQUIREMENTS (please tick)

Central Supplier Database Report or Summary	
Completed and signed SBD 4	
Completed and signed SBD 6.1	
Completed and signed SBD 8	N/A
Completed and signed SBD 9	N/A
Certified valid B-BBEE Certificate	

Certified valid B-BBEE Certificate

(Please note bidders will not be disqualified for not submitting a valid certified BBEE certificate or a sworn affidavit but will lead to the service provider not being awarded preference (BEE) points where the preferential point system is applicable)

EVALUATION PROCESS

All bids will be evaluated as follows:

- **The First stage**, bids will be evaluated first for Administrative requirements, Only bids that meet Administrative and Compliance requirements will be considered for further evaluation.
- **The second stage**, bids will be evaluated in terms of price and 80/20 preference point system for quotations above R30 000 and below R50 000 000.

4. QUOTATION TERMS & CONDITIONS:

1. Quote validity refers to calendar days
2. SANAS reserves the right to award to multiple suppliers.
3. SANAS reserves the right to increase or decrease quantities at the prices quoted.
4. SANAS reserves the right to cancel this request.
5. All goods/services must be quoted in Rand value.
6. SANAS reserves the right to negotiate with bidders.
7. All fields must be filled in / completed for this document to be accepted.
8. Failure to submit the quotation by the date and time stipulated will result in disqualification.
9. Payment will be made 30 days after delivery of goods of services.
10. THIS QUOTE DOES NOT CONSTITUTE AN ORDER

5. ACKNOWLEDGEMENT AND SUBMISSION:

I hereby acknowledge and accept the terms and conditions of this request for quotation:

Name:.....

Signature:

Date: