REQUEST FOR QUOTATION

APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO MAINTAIN AND ENHANCE THE AIDB SYSTEM FOR QUALITY COUNCIL FOR TRADES AND OCCUPATIONS (QCTO) FOR A PERIOD OF 12 MONTHS.

RFQ NO: QCTO RFQ/16 2023

Closing Date
Date: 08 February 2024 Time: 11:00 am

NB: Late Submissions will not be considered

Briefing Session Information
Compulsory Briefing session Date: 01 February 2024 Time: 11:00am Location: Microsoft teams Link: To receive the link, kindly send an email to tenders@qcto.org.za before 30 January 2024.

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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 is to develop standards for occupational qualifications including trades and skills programmes, accredit skills development providers, and assessment centres, manage 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 programmes. The QCTO has approximately 120 staff members and is situated in Hatfield, Pretoria. More information can be obtained from https://www.qcto.org.za/.

The purpose of this RFQ is to appoint a suitable service provider To Maintain and Enhance the AIDB for Quality Council for Trades and Occupations (QCTO)

1.1 PROPOSAL SUBMISSION

The proposal must be submitted in the following manner:

1.1.1 Proposals with supporting documents and financial submission can be sent to tenders@qcto.org.za

QUOTE VALIDITY PERIOD

The validity period for this quote is **30 days.**

ENQUIRIES

Any technical enquiries regarding the terms of reference shall be directed in writing to:
Mr. **Rowen Paul**
Email: paul.r@qcto.org.za

Any SCM related enquiries shall be directed in writing to:
Mr. L Motloung
Email: tenders@qcto.org.za

Kindly Quote QCTO RFQ 16/2023 on the subject line for all enquiries

1.1.2 SUBMISSION AND COMPLIANCE

Prior to submission, the bidders must check that all pages are properly numbered, and all required documents are signed and initialled. QCTO will hold the duly authorised signatory liable on behalf of the bidders.

Bidders must adhere to the below list for submission

Each page should be initialed with black ink

I/We have attached to this document:	Tick if submitted		Office use
• One soft copy of the technical bid document	Yes	No	
• One soft copy of the pricing document	Yes	No	
• Completion of SBD 3.3;4;6.1	Yes	No	
• CSD Registration (National Treasury)	Yes	No	

2. PROJECT DESCRIPTION:

The purpose of this project is to appoint a suitable external service provider to maintain and enhance the Assessment Item Data Bank (AIDB) system for Quality Council for Trades and Occupations **(QCTO)** for a period of 12 months, to enable the organisation to correct faults, improve performance or to adapt the system to a changing environment or requirements.

The following is a description of what should be included in the AIDB maintenance and support:

a) The AIDB maintenance and support should allow the enhancement and support of the cloud system.
b) Access to data and ability to perform specific actions within the AIDB should be strictly defined by permission levels;

3. BRIEF SCOPE OF WORK:

The scope of work and expectations for the maintenance, support and enhancement of the AIDB maintenance and support is outlined as follows:

a) The AIDB maintenance and support will be created to be user-friendly based on pre-determined guidelines;
b) The service provider will provide a maintenance and support demo as a sample, if possible;
c) The service provider will recommend, design, develop and work with a QCTO representative in the creation of basic policies and documentation for the use of the AIDB maintenance and support;
d) The AIDB maintenance and support shall adhere to industry/security standards, best practices and current security policies;
e) Maintenance of the AIDB with a new growing database;
f) Enhancement of the AIDB per requirement;
g) Daily support of the AIDB system;

4. EXISTING INFORMATION TECHNOLOGY:

QCTO has the following IT system components that needs to be maintained:

- AIDB system Model-View-Controller (MVC) application on MS Azure

- The database of the AIDB system Structured Query Language (SQL)

Note – Information on specific system requirements for integration to be provided by QCTO IT

Hardware and Software:

System was developed in Visual Studio 2017 Enterprise Edition

- C#
- HTML Razor
- jQuery
- Entity Framework 6.0
- SQL Database
    - SQL Server Triggers

5. DELIVERABLES:

- The maintenance and support service are expected to run for the period 12 months from the signing of SLA.
- User accepting testing of the maintenance and support service shall take at maximum of one (01) month.

Expected Milestones:

1) Kick-off Meeting – Discussion with QCTO representatives - Problem Understanding (To specify which resources);
2) Maintenance and support of the AIDB
3) Daily backups are made of the MSSQL Production Instance that needs to be configured with a maintenance plan by the QCTO IT Department.
4) Service Provider need to ensure that backups are secured. Regular tests need to be performed to ensure that backups are restorable
5) Documentation for END user manual or handbook
6) Monthly/Weekly progress meetings
7) Maintenance and Support demonstration of relevant system with QCTO team
8) Testing period – compulsory

6. PRICING:

- The Bidder's proposed cost for the project should be an all-inclusive maximum fixed price fee.
- The budget must encompass all development, design, maintenance, support, and production of this AIDB system.
- The cost schedule should reflect the estimated number of hours of work to be completed on each component of the project: including the rate of pay per hour, and other disbursements etc. must be submitted.
- The amount must be inclusive of VAT.

7. INTELLECTUAL PROPERTY RIGHTS AND CONFIDENTIALITY

- The successful bidder will adhere to and comply with the rules and regulations of the contractor in respect of copyright and confidentiality of all documentation and processes of its professional activities.
- The successful bidder shall not, during the course of its assignment or thereafter, disclose to any person any information relating to classified matters unless specifically authorised to do so by the contractor.
- The successful bidder shall not grant any interviews or make any statements to the press or any other medium of public communication concerning or relating to the assignment and the contractor without the specific and prior authorisation of the contractor.

8. ACCEPTANCE OF QUOTATIONS

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 interest of the organisation. QCTO reserves the right to accept the offer in full or in part or not at all.

9. EVALUATION CRITERIA

QCTO may request additional information, clarification, or verification regarding any information contained in or omitted from 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 tenderer, which may include interviewing customer references or other activities to verify a tenderer's or other information and capabilities (Including visiting the tenderer's various premises and/or sites to verify certain stated information or assumptions) and in these instances, the tenderers 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 80/20 principle will be applied in terms of the Preferential Procurement Policy Framework Act.

9.1 Stage 1: Functionality

No.	Evaluation Criteria	Guideline	Scoring	Points
1	Consultant/Organization:	Demonstrates company experience to perform the work. Supporting documents should be Reference letters or project completion certificates not older than 10 years that are signed, dated and on a client company letterhead with details of the project and contact person.	0 projects = 0 points 1 to 3 projects = 10 points 4 to 5 projects = 15 points 6 and more projects 20 points	20

No.	Evaluation Criteria	Guideline	Scoring	Points
2	Consultant/Organization Team:	Proposal clearly states who is on the consultant's team; (Detailed Project organogram) with: • Qualifications and experience of consultants and/or team members if applicable; and, • Roles and responsibilities of Consultant/Project team is/are clearly outlined.	No project organogram submitted = 0 points Project organogram without roles and responsibilities for any team members = 02 points Detailed organogram with clear roles and responsibilities for some but not all team members = 03 points Detailed organogram with clear roles and responsibilities for all team members = 05 points	05
3	Project Schedule	Proposal clearly states • The depth and detail of the submission demonstrates a thorough understanding of the Scope of work; and Expected Milestones are included in delivery. • The proposal demonstrates good management, work plans, scheduling, and cost control, reporting and quality control.	No project proposal submitted = 0 points Detailed Project proposal does not demonstrate understanding of scope of work = 10 points Detailed Project proposal demonstrating understanding of scope of work and expected milestones = 15 points Detailed Project proposal demonstrating understanding of scope of work, expected milestones and good management = 25 points	25

No.	Evaluation Criteria	Guideline	Scoring	Points
4	Technical Solution	Presentation of the problem and the solution. e.g. insertion technical design diagrams or from similar projects	No technical solution submitted = 0 points Technical solution is realistic and does not include technical diagrams = 15 points Detailed technical solution is realistic and includes technical diagrams = 25 points	25
5	Methodology	The assignment has been broken into logical tasks in accordance with the Scope of work. e.g. MVC, MVVM (Model-View-ViewModel).	No project methodology submitted = 0 points Project methodology submitted but is NOT logical in accordance with the Scope of work = 15 points Project methodology submitted, and it is logical in accordance with the Scope of work = 25 points	25
Total Points				100

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

Threshold: Bidders who score less than **70** out of 100 points on functionality will not be considered for this project.

9.2 STAGE 2: PRICE AND SPECIFIC GOALS

Only bid 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 proposal with a Rand value below R50 000 000 (all applicable taxes included):

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

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	Definitions	Number of Points
Women	5 points can be claimed by bidders who have owners/directors who are Black women regardless of percentage of ownership	5
Youth	5 points can be claimed by bidders who have owners/directors who are Black persons from the age of 16 to 35 regardless of percentage of ownership	5
Historically Disadvantaged Individuals (HDI)	5 points can be claimed by bidders who have owners/directors that are Historically Disadvantaged Individuals, females, or disabled South African person regardless of percentage of ownership	5
Locality/Province	5 points can be claimed by bidders who are operating within the Gauteng province	5

Note: 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 that B-

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BBEE certificates are used to substantiate the points, the bidder must submit the full verification report, which shows the percentage of Women, Youth, Locality and HDI ownership.

9.3 CALCULATING THE FINAL SCORE

The points scored for the price (step 1) will be added to the points scored for the Speficic 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

10. SPECIAL CONDITIONS

- 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;
- QCTO may conduct a due diligence on any service provider, which may include interviewing customer references.
- QCTO may enforce whatever measures it considers necessary to ensure the confidentiality and integrity of the contents of the proposal;
- QCTO will evaluate the Proposals with reference to QCTO set and approved evaluation criteria guided by the SCM policy as indicated. All prices quoted must be VAT inclusive.
- QCTO will not provide upfront payments.
- The successful bidder shall provide the service required based on the set timelines agreed with QCTO.
- Service Providers will not be remunerated for submitting proposals.
- QCTO reserves the right not to proceed with the project or to appoint any of the Service Providers invited to submit proposals.
- The successful Service Provider should be able to work with other Service Providers.