

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:	28 June 2023	REQUISITION NUMBER	REQ0004866-Reissue
CLOSING DATE:	03 July 2023	CLOSING TIME:	11:00
QUOTE VALIDITY:	60 days from the date RFQ has closed	Submissions and enquires to be made to:	procurement@sanas.co.za

1. PRODUCT /SERVICE DETAILS

Description of goods / services:

1	Support, maintenance, repair and administer SANAS's online accreditation Environment platformed on SharePoint 2016 Please see the specifications document below (from page 5)
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Expected date of delivery:	July 2023
Contract or once-off:	3 Month SLA (Depending on the outcome fo the current tender process)
Technical / Mandatory requirements:	All tables in Annexure A and B below must be submitted with the proposal
Other information:	

SECTION TO BE COMPLETED BY SUPPLIER

2. SUPPLIER DETAILS

Supplier name:	
CSD number:	
Contact person:	
Contact number:	
Valid Tax reference number and Pin	
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		
Certified valid B-BBEE Certificate		

EVALUATION PROCESS

All bids will be evaluated as follows:

The First stage, bids will be evaluated first for Administrative requirements, Bidders are required to submit the following administrative documents to be considered for evaluation.

- Completed and signed SBD 4
- Completed and signed SBD 6.1
- Valid BBBEE certificate or sworn affidavit signed by the commissioner of oath
- Valid tax pin, Central Supplier Database Report or Summary with compliant tax status

No	Name of Administrative Required Document	Clarification Time
1	Completed and signed SBD 4	48 working hours
2	Valid tax pin, Central Supplier Database Report or Summary with compliant tax status	7 Working days

Bidders who do not adhere to the indicated response time for clarifications requested by the SANAS will be deemed to be non-responsive and their submissions will not be evaluated further.

Stage 2: Price and SANAS specific goals:

PREFERENTIAL PROCUREMENT REFORM:

The Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, Act No 5 of 2000. SANAS Preferential Procurement (PP) requirements as per the SANAS Supply Chain Management Policy, states that SANAS shall deal with suppliers in accordance with the SANAS specific goals. The application of the specific goals will be as per the applicable pricing formula, the 80/20 system.

SANAS specific goals are in support of the following:

- Previously disadvantaged groups by allocating points for black owned businesses. Black owned businesses are defined as per the Broad-Based Black Economic Empowerment Act 53 of 2003 as Amended by Act No 46 of 2013 which states that "Black People" is a generic term which means Africans, Coloureds and Indians who are citizens of the Republic of South Africa by birth or descent; or who became citizens of the Republic of South Africa by naturalisation before 27 April 1994 or on or after 27 April 1994; and who would have been entitled to acquire citizenship by naturalization prior to that date.
- Black women as per the Amended Code Series 100 of the Amended Codes of Good Practice issued under section 9 (1) of B-BBEE Act No 53 of 2003 as Amended by Act No 46 of 2013.

- Black people who are youth as defined in the National Youth Commission Act of 1996.
- Black people who are persons with disabilities as defined in the Code of Good Practice on employment of people with disabilities issued under the Employment Equity Act.
- Exempt micro enterprises (EMEs) and thus promoting small businesses.
- Qualifying small enterprises (QSEs).

All responsive tender offers shall be evaluated in terms of Price and SANAS specific goals. The 80/20 Preference Point System shall be applicable in accordance with the Preferential Procurement Framework Act (No.5) of 2000.

Points will be allocated in terms of the SANAS specific goals as indicated in the table below. Bidders must submit valid B-BBEE Certificates or sworn affidavit to claim points on specific goals.

PRICE	80
SANAS SPECIFIC GOALS	20

Note: To claim points Bidders must submit a valid BBEE certificate or sworn affidavit signed by the commissioner of Oath together with a fully completed and signed SBD 6.1. Bidders are required to indicate the preference point claimed in the SBD 6.1.

Specific Goal	20	10
100% Black Owned	6	4
51% - 99% Black Owned	4	2
100% Black Women Owned	6	3
51% - 99% Black Women Owned	4	2
5% Youth Owned	2	1
2% Owned by Persons with Disabilities	1	1
Exempt Micro Enterprise (EME)	5	0
Qualifying Small Enterprise (QSE)	3	1

This RFQ will be evaluated according to the above SANAS specific goals. Failure to submit supporting documents may result to a bidder being allocated zero (0) points. Bidders are required to claim SANAS specific goals in the provided SBD 6.1 attached.

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. Late and incomplete submissions will not be accepted.
9. All prices quoted must be firm and be inclusive of Value Added Tax(VAT), where applicable
10. Failure to submit the quotation by the date and time stipulated will result in disqualification.
11. Payment will be made in 30 working days after receipt of a valid invoice.
12. All SBD documents must be always signed and sent back with the quotation.
13. THIS QUOTE DOES NOT CONSTITUTE AN ORDER.
14. Any bidder who has reasons to believe that the RFQ specification is based on a specific brand must inform SANAS before RFQ closing date.

4. PROTECTION OF PERSONAL INFORMATION

In responding to this RFQ , SANAS acknowledges that it may obtain and have access to personal data of the respondents. SANAS agrees that is shall only process the information disclosed by bidders in their response to this RFQ for the purpose of evaluating and subsequent award of business and in accordance with any applicable law.

Furthermore, SANAS will not otherwise modify, amend or alter any personal data submitted by Respondents or disclose or permit the disclosure of any personal data to any Third Party without the prior written consent from the Respondents. Similarly, SANAS requires Respondents to process any process any personal information disclosed by SANAS in the bidding process in the same manner

5. REASONS FOR DISQUALIFICATION

Service providers will be disqualified for the following:

1. Non compliance tax status at the time of award, verification of tax compliance status will be verified with Central Supplier Database(CSD) or through SARS's e-Filing. Service providers will be given 7 working days to rectify their tax compliance status with SARS. If the tax status is still non-compliant after 7 working days, the service provider will be disqualified from further evaluation.
2. Submitted information that is fraudulent; factually untrue or inaccurate for example membership that do not exist; B-BBEE credentials; experience etc.
3. Service providers who made false declarations on the Standard Bidding Documents or misrepresented facts.
4. Service providers who are listed on the National Treasury's Database of restricted suppliers and defaulters
5. Failure to quote in line with the specification.
6. This RFQ is subject to the general conditions of the RFQ, National Treasury's general conditions of contract (GCC) and, if applicable, any other special conditions of contract by SANAS.

6. ACKNOWLEDGEMENT AND SUBMISSION:

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

Capacity:.....

Name:.....
.....

Signature:

Date:

SPECIFICATION DOCUMENT for the support, maintenance, administration and repairing of SANAS online accreditation system platformed of SharePoint 2016

1. PURPOSE

As part of our business continuity plan, the purpose of this document is to proactively seek and invite suitably interested qualified service providers to offer their professional services, methodologies and propose suitable solutions in repairing and enhancing our SharePoint environment hosting our inhouse developed online Accreditation system which is currently platform in SharePoint 2016.

2. BACKGROUND

The South African National Accreditation System (SANAS) was established in terms of Section 21 of the Companies Act, 61 of 1973, registration number 1996/00354/08. On 1 May 2007 it became a public entity with the promulgation of the Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act (Act 19 of 2006).

SANAS operates in accordance with the requirements, criteria, rules, and regulations laid down in the following documents:

- The Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act, 2006 (Act 19 of 2006)
- The requirements of the international standard ISO/IEC 17011, General requirements for bodies providing assessments and accreditation of conformity assessment bodies.
- The requirements as stipulated in the various Memorandums of Agreement with the international bodies and the national regulatory bodies.

The Board delegates to the Chief Executive Officer (CEO) of SANAS the responsibility to implement the SANAS policies and objectives. Approval Committees make decisions concerning the granting and continuation of accreditation and GLP compliance.

We have recently completed the development and implementation of our Online accreditation system and is supported and maintained by our current developers.

3. SANAS' CURRENT "AS IS" TECHNOLOGY.

SharePoint Accreditation system

SANAS has an in house developed turnkey Microsoft SharePoint 2016 online accreditation system utilizing workflows.

The online accreditation system has been in use for several years with custom developments made to best fit user and requirements on a continuous basis. The online accreditation system has become a critical business tool and has empowered staff to collaborate, communicate, access, and disseminate information across the organization.

The overall objective is to maintain and support our online accreditation system taking full advantage of new functionalities that the latest version SharePoint 2022 and Office 365. These enhancements should improve the current look & feel, as well as functionality of our Intranet, our website and customer / assessor web portal.

We have both a production and development environment, please note that the licences are only for production environment, and they would be transferred into DR should we require to do so. We will procure the required licences if any in 2023.

Technical Infrastructure

SANAS's server infrastructure is virtualized using Hyper V technology on DELL clustered servers for high availability, The SharePoint environment consist of the following servers and databases:

- Microsoft Windows Server 2016 Front end application & web servers
- 2 Microsoft SQL 2016 enterprise servers hosting all our data for the online accreditation system
- Microsoft SharePoint 2016

4. OBJECTIVES

The purpose of this document is to invite suitably qualified and interested service providers to submit proposals for the provision their services to support, maintain, repair and possibly enhance our online accreditation system. The system resides on premises at the South African National Accreditation Services (SANAS) offices located at Libertas Office Park, 305 Highway Street, Cnr Libertas and Highway Street, Equestria, Pretoria, 0184, South Africa.

5. SCOPE OF WORK

5.1 Support and maintenance of our SharePoint online accreditation system

As our current support and maintenance agreement expired on the 30th April 2023, SANAS Require a Service provider to support, administer, maintain and possibly enhance our current SharePoint online accreditation system for 3 months whilst SANAS go through the tender process of approving a new service provider to support and maintain our online accreditation system for 36 months. We are currently busy with the tender process, and depending on the outcome this service might not be required

5.2 Repair of our SharePoint environment following a Hyper – V Cluster updated which failed in February 2023 and has affected the functionality / operation of our online accreditation system
Following a cluster update performed in February 2023 by our IT Managed services, that went horribly wrong we now experiencing the following issues

- our document management system is not functioning as we require
- our clients can take up to 15 minutes to submit an online application to SANAS

Our Managed service provider has since repaired and returned all affected virtual server back online, however we still experiencing major problems with our online accreditation system platformed on SharePoint 2016

Please note that the SharePoint environment is managed and administered by our current developer service provider which are different to our IT managed services service provider

We therefore require a service provider to assist with resolving their faulty SQL Database and or SharePoint On-Premise Infrastructure CRUD (create, read, update and delete) operation-based issues experienced.

Please note that we expect the service provide to repair our SharePoint environment without having to resort to the worst-case scenario whereby a new full fresh SharePoint deployment would be necessary, however, as this is a possible, risk, the service provider must include this pricing in the pricing schedule to cover the costs of this task.

Please note: We at SANAS can only give you the symptoms as to what our users are experiencing but we do not have the in-house competencies to understand what has gone wrong

5.3 Implement internal audit resolutions following our recent Cybersecurity Internal audit findings

The below findings were raised by our recent Cyber Security Internal audit findings and therefore we require a service provider to provide solutions to mitigate against the following findings

1 User account details can be exploited using Cross Site Scripting Forgery Attack (CSRF)
2 Remote attackers can inject HTML content into emails sent to users from our online accreditation system
3 User emails can be enumerated from our online accreditation system
4 User sessions do not expire on our online accreditation system
5 Passwords sent in plain text during password reset process
6 Strict transport policy not enforced on our online accreditation system
7 Vulnerable JavaScript dependency (jQuery/bootstrap)
8 our online accreditation system disclosing OS and software versions

5.4 Change Management

Changes on the SharePoint environment shall adhere to SANAS Change Management Process in line with the technology architecture and shall be managed, controlled, and introduced in an organized manner which limits the impact on availability of services to business. Changes shall be done adhering to the following:

- Ensure seamless transition of processes into production.
- Manage and control all changes into the production environment and the change management / service introduction process.
- Ensure that all changes adhere to quality requirements (i.e., testing is completed, roll-back plans are in place etc.).
- Ensure all necessary training is delivered to Service Management and Operational teams.

5. REQUIRED COMPETENCIES AND EXPERIENCE

Please consult Annexure A, please note that both Table 1 and Table 2 must be filled in completely and included in the bidder's proposal. **Failure to do so will result in the bidder's bid to be disqualified.**

6. PRICING SCHEDULE

Notes to the bidder

- All prices must be inclusive of VAT.
- The table in Annexure B must be included in the bidder's proposal

Please note that prices for year two and year three should include the escalations.

Annexure A – Competencies and Declaration

REQUIRED COMPETENCIES AND EXPERIENCE

SANAS requires that the below competences are confirmed **FULLY** in each area below by the bidder and included in the bidder's proposal. **Failure to submit the below 2 tables will result in bid disqualification**

Competencies	Competent		If answered No, please highlight and explain the competency gap
	Yes	No	
SharePoint 2016 high availability			
Relevant AND valid MS SharePoint certification			
Minimum 3 years’ experience in MS SharePoint environment and upgrades			
Microsoft SQL Enterprise 2016 high availability			
Relevant AND valid MS SQL certification			
Minimum 3 years’ experience in MS SQL databases upgrade maintenance and support			
Microsoft Server 2016 high availability			
Relevant AND valid MS server certification			
Minimum 3 years’ experience in MS Server databases upgrade maintenance and support			
Senior Systems Engineer / Solutions Architect Skills			
Minimum Experience Level: 8 years Required Microsoft Competencies (or Similar): • Microsoft Certified Solutions Expert (MCSE) or equivalent : o MCSE: Productivity o MCSE: SharePoint • Microsoft Certified IT Professional (MCITP) or equivalent: o MCITP: Enterprise Administrator o MCITP: Server Administrator o MCITP: SharePoint Administrator			
Developer (s)			
Minimum 3 years’ experience in web development in the areas of API, .net and Visual studio			
Software Knowledge areas			
• Microsoft Office • SharePoint On-Premises			

<ul style="list-style-type: none"> • Office 365 • Visual Studio Code • SharePoint Designer • Visual Studio • Agile Development Methodology understanding and implementation • Understanding of Web Standards and latest technologies and stacks • API and Integration concepts knowledge • Advanced Excel • Power BI 			
Programming Language <ul style="list-style-type: none"> • HTML5 • CSS • JavaScript • jQuery • C# 			
API Development <ul style="list-style-type: none"> ○ JSON data usage ○ SharePoint On-Premises API Integration capability <ul style="list-style-type: none"> ▪ Understanding High-Trust and OAuth authentication ○ IIS Webservice development and deployment ○ ASP.NET Core and .NET Framework utilization <ul style="list-style-type: none"> ▪ Visual Studio Webservice development ▪ SharePoint Farm Solution Deployment ○ MVC API solution configuration and deployment ○ 3rd Party Solutions Integration (Firebase, Google Maps API etc) ○ Microsoft product-based integrations and functional usage 			
ASP.NET <ul style="list-style-type: none"> ▪ Development of back-end applications and interfaces ▪ MVC implementation ▪ Integration with Azure/Cloud based Microsoft solutions 			
NET CORE Framework that ASP.NET extends for IOT applications and mobile applications back-end infrastructure			
Mobile Application Development PWA concepts and architecture knowledge as well as SharePoint-based configuration executions and system optimization			
Software Engineering Principles <ul style="list-style-type: none"> ○ Knowledge on Good Principles of Software Design ○ System Optimization ○ Document and System Encryption Knowledge and (Digital Signature & Standard Data Security) ○ Data Structures and Algorithms understanding and execution 			
Systems Engineer(s) / Solutions Architect(s)			
Windows Server Administration <ul style="list-style-type: none"> ○ Updates ○ Backups ○ Services Administration ○ Role Administration (DHCP and DNS) ○ High level Active Directory Administration ○ Hyper-V Administration 			
SQL Server 2016 Administration: <ul style="list-style-type: none"> ○ Services Administration ○ Security permission assignment ○ Maintenance Plans ○ Updates 			
SharePoint Server 2016 Administration: <ul style="list-style-type: none"> ○ Services and Service Application Administration 			

<ul style="list-style-type: none"> ○ Web Application Administration ○ Backups ○ SharePoint Updates 			
SharePoint 2016 Frontend Administration: <ul style="list-style-type: none"> ○ Lists and Libraries ○ Versioning ○ Recycle Bin ○ Security Permission Assignment ○ Form based administration (FBA) Administration 			

Furthermore, SANAS requires the declaration table below to be also included in the bidder's proposal.
Failure to do could result in disqualification.

Declaration	yes	No
The bidder declares that the bidder has adequate skills and competencies to manage, administer and repair our high availability Microsoft SQL Enterprise 2016 this to be done together with our managed service team		
The bidder declares that the bidder has adequate skills and competencies to manage, administer and repair our high availability Microsoft SharePoint 2016 environment.		
The bidder declares that the bidder has adequate skills and competencies to manage, administer and repair our high availability Microsoft server 2016 (Hyper – V Virtual machines) farm, this to be done together with our managed service team		
The bidder declares that resources assigned to this project will have the required skills and certification and competencies to manage this project		
<p>The bidder declares that they indeed have access to extra resources for each of the below roles should the bidder's allocated resource is no longer available to assist SANAS:</p> <ul style="list-style-type: none"> - Project leader / Account Manager - Systems Engineer / Solutions Architect - SQL Engineer - Web Developer <p>This is to mitigate against disruption should one of the resources no longer be available from the bidder's team</p>		
The bidder declares that the bidder has successfully executed a similar project and deliver the required outcomes as required by SANAS		

Annexure B – Pricing Schedule

Notes to the bidder

- All prices must be inclusive of VAT.
- The table below must be included in the bidder's proposal
- The below hours stipulated are for SANAS evaluation purpose only, and in no way a commitment

Item	Absolute Hours	Hourly Rate	Total Excluding VAT	Total Including VAT
<p>Support and maintenance of our SharePoint online accreditation system for 3 months whilst we go through the tender process of appointing a new service provider to support and maintain the system for 36 months.</p> <p>We are currently busy with the tender process, and depending of the outcome this service might not be required</p>				
<p>Repair of our SharePoint environment following a Hyper – V Cluster updated which failed in February 2023 and has affected the functionality / operation of our online accreditation system</p>				
<p>Catering for the worst case Scenario by having to install, configure and deploy a fresh instance of SharePoint, as well as bring all Databases online so that we can be continue with our day to day operations</p> <p>NB, this will be the last resort to resolve our current SharePoint issue, all avenues must be explored and have failed before we consider this option</p>				
<p>Implement internal audit resolutions following our recent Cybersecurity Internal audit findings</p>				
Total Bid				