

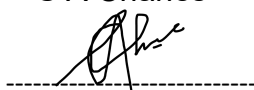


KWAZULU-NATAL ECONOMIC REGULATORY AUTHORITY

REQUEST FOR QUOTATION

APPOINTMENT OF A SERVICE PROVIDER TO RENDER SPECIALISED SOFTWARE SUPPORT SERVICES FOR THE ENTITY'S CUSTOMISED ENTERPRISE APPLICATION – ELMS

Project Manager Sign Off:

S A Charles


1. BACKGROUND INFORMATION

The KZNERA is a Schedule 3C Public Entity in terms of the Public Finance Management Act, 1 of 1999 and is governed by applicable legislative frameworks. The mandate of the KZNERA is to regulate the Gambling and Liquor Manufacture and Trade Industry in KwaZulu-Natal in the public's best interest. The objectives of the KZNERA derive directly from Section 9 of the KZN Economic Regulatory Authority Act, Act 01 of 2024. Section 217 of the Constitution hinges itself on fairness, equitability, transparency, competitiveness and cost-effectiveness in undertaking any procurement activity, which the KZNERA strives to maintain.

2. THE PURPOSE OF THE REQUEST

The KZNERA, via its Information Technology Unit, seeks to appoint an accredited and competent service provider who will provide specialist software support services on their custom developed enterprise-wide electronic liquor management system (eLMS), for a period of five (12) months.

3. CURRENT INFRASTRUCTURE

The electronic liquor management system has been developed using business process workflow technology and is built with ASP.Net web technology as the user front-end, a workflow engine powered by Nintex K2 BlackPearl, Nintex K2 Smartforms and K2 Core5 as the main technologies.

The software development technologies used to create the eLMS system are:

- | | | | |
|----|-----------------|---|------------------|
| a) | Database | - | MS SQL |
| b) | Web Server | - | IIS |
| c) | Workflow Engine | - | Nintex K2 Core 5 |
| d) | Web Front-End | - | ASP.Net |

4. SCOPE OF WORK – LEVEL OF SUPPORT

The entity over the years of using the application have defined the different support levels as follows:

- 4.1. Level One – Technical User Support (Performed internally by IT).
- 4.2. Level Two – Process Support (Performed internally by the Unit that the process was designed for).
- 4.3. Level Three – Basic Technical Support (Performed internally by IT).

4.4. Level Four – Advanced Technical Support **(To be provided by appointed service provider)**. Which must cover the following as a minimum:

- a) Support to be provided remotely using the entity's FortiGate VPN client.
- b) This level of support will be logged and monitored by the entity's ICT Unit using the assigned email: elmssupport@kznera.org.za.
- c) Only ICT users will be allowed to log support calls to the appointed external service provider
- d) This level of advanced support will cover the following:
 - ✓ Telephonic & Email Support (dedicated email address);
 - ✓ Short Refresher workshop sessions on better understanding any challenges with any deployed process;
 - ✓ Updating users per role;
 - ✓ Assisting with the upgrades of database tables;
 - ✓ K2 Software updates;
 - ✓ Deploying ALL K2 licences;
 - ✓ Deploying ALL SSL certificates;
 - ✓ Managing the MS SQL Server logs tables;
 - ✓ Testing on staging and deployment to the production environment;
 - ✓ Version Control;
 - ✓ Correction of User errors;
 - ✓ Helpdesk call logging system with monthly SLA reports;
 - ✓ System errors, "hung" or halted screens, or unexpected results within the system that render it unusable for the purpose for which it was designed.
 - ✓ Adhoc reporting, where required; and
 - ✓ Adhoc support, where required.
- e) This support will only apply to processes deployed to the production server environment. These issues include (but NOT restricted to) the following:
 - ✓ Incorrect workflow routing against approved maps or latent bugs;
 - ✓ K2 workflow process issues that can only be resolved using the K2 Management client;
 - ✓ Incorrect database entity relationship design issues (linkages primary and secondary/foreign key);
 - ✓ Incorrect Template or Report formats against manual documentation;

- ✓ Developer mistakes - Deploying changes that break other functional processes;
- ✓ Rounding off issues in calculations;
- ✓ Reports not correctly calculating running totals;
- ✓ Incorrect task descriptions not populating correctly in to Audit Trail reports; and
- ✓ Users INBOX entries suddenly disappearing.

4.5. Skills Transfer **(MANDATORY)**

a) The appointed service provider will ensure a skills transfer plan is developed and implemented within the duration of the contract. This will cover the following technical areas:

- ✓ How to use K2 Management/Administrator client to track any applications with issues;
- ✓ Stopping and starting workflows;
- ✓ Explanation and understanding of Stored Procedures;
- ✓ How the reporting tools are used to produced data analytics;
- ✓ Explanation of the report tools used for analytics; and
- ✓ Explanation of the SQL server database integration design (ERDs).

5. DURATION

The duration of the contract will be for a period of twelve (12) months. The contract will commence after the signing of the Service Level Agreement (SLA) with the Entity at an agreed upon date after the handover from the existing service provider (if required).

6. BID MANDATORY REQUIREMENTS

Bidders must provide a valid Nintex/K2 Partner Certification/Accreditation- (Certification in Companies Own Name). Failure to provide a valid Nintex/K2 Partner Certification/Accreditation will result in disqualification.

7. EVALUATION OF RESPONSES

7.1. Proposals will be evaluated on the following basis:

- a) Initial screening to ensure all documents submitted are in order - All SBD Forms and the General Conditions of Contract must be completed in full and signed. Failure to do so will result in disqualification.
- b) Mandatory Requirements - Bidders must provide a valid Nintex/K2 Partner Certification/Accreditation - (Certification in Companies Own Name).
- c) Price and Preference evaluation on the 80/20 points system.

7.2. Price and Preference evaluation

- a) Prices must be submitted in South African Rand inclusive of VAT.
- b) In terms of regulation 5 of the Preferential Procurement Regulations, pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20 preference point for Broad Based Black Economic Empowerment in terms of which points are awarded to bidders on the basis of:
 - The bid price (maximum 80 Points)
 - Specific goals (maximum 20 Points) – See SBD6.1 for further details.

8. RETURNABLE DOCUMENTS

8.1. The following information must be returned with the proposal:

- a) Proof of Registration on the Central Suppliers Database (CSD number or report)
- b) Valid tax clearance certificate and/or tax pin. Service providers must ensure that their tax matters on Central Suppliers Database are valid.
- c) Copy of a valid BEE Certificate/affidavit.
- d) Completed and signed SBD forms and general conditions of contract.
- e) Supporting evidence required to claim points for specific goals as per SBD6.1.
- f) Valid Nintex/K2 Partner Certification/Accreditation.

9. PRICING

A detailed price breakdown must be provided indicating the total cost in undertaking the tasks and providing the required deliverables. Such quotation must be inclusive of all costs and disbursements and must include VAT (if VAT registered).

10. SUBMISSION

Proposals must be emailed (details below) to the SCM unit on or before the closing date and time. The KZNERA will not be responsible for emails that exceed the maximum allowable capacity of 20 MB, the onus lies with the bidder to ensure the email is received before closing date and time.

Email Address	era-quotes@kznera.org.za
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11. TERMS AND CONDITIONS

- 11.1 This request is subject to the General Conditions of Contract contained on the National Treasury website www.treasury.gov.za
- 11.2 All suppliers must be registered on the National Treasury Central Supplier Database (CSD). Central Supplier Number to be included on the proposal.
- 11.3 Proposals to be on the suppliers' letterhead.
- 11.4 SBD forms to be completed in full.
- 11.5 Signed/initialled accepted General Conditions of Contract.
- 11.6 This request is subject to Terms and Conditions as prescribed by the Preferential Procurement Regulations 2022 issued in terms of the PPPFA.

12. QUERIES

- 11.1. All SCM queries in relation to the bid document must be addressed to Mrs N Blose via email nonhlanhla.blose@kznera.org.za.
- 11.2. All technical queries can be addressed to Mr. S.A Charles on (033) 345 2714 or via email sherwin.charles@kznera.org.za.