

INVITATION TO TENDER

APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR THE PROVISION OF A CLOUD-BASED BOARD MANAGEMENT SOLUTION FOR THE QUALITY COUNCIL FOR TRADES AND OCCUPATIONS (QCTO) FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

TENDER NO: QCTO 13/2022

CLOSING DATE: 29 March 2023 at 11:00

Company Name		
Address		
Contact person	Ms/Mrs/Mr/Prof/Dr	
Contact numbers	(w)	(cell)
Email address		

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

Prospective, suitable service providers who are interested in the provision of a cloud-based board management solution for the Quality Council for Trades and Occupations (QCTO) for a period of thirty-six (36) months, and in accordance with the General Conditions of the offer, as well as the specifications are requested to complete this tender document, together with all the standard bidding documents in full and submit proposals in sealed envelopes marked **Tender Number: QCTO 13/2022** and placed in the tender box at 256 Glyn Street Hatfield, Pretoria, 0083, not later than the closing time and date. **It is compulsory for bidders to attend the briefing session.**

1.1 TENDER SUBMISSION AND COMPLIANCE

The tender must be submitted in the following manner:

- 1.1.1 One (1) original technical proposal and three (3) copies of the original technical submission;
- 1.1.2 One (1) USB technical submission in a separate sealed envelope;
- 1.1.3 One (1) original pricing proposal must be submitted in a separate sealed envelope: 'The pricing schedule must be submitted adjacent to the SBD3.3 form in the bid proposal'.

Table: 1.1

Closing Date	Address
Date: 29 March 2023 Time: 11:00	Quality Council for Trade and Occupations Tender Box @ Reception 256 Glyn Street Hatfield Pretoria 0083

NB: Late Submissions will not be considered.

Table: 1.2

Briefing Session Information
Compulsory Virtual Briefing session Date: 13 March 2023 Time: 11:00am – 12:00am Link: To receive the link, kindly email tenders@qcto.org.za before 09 March 2023. The link will be sent by the end of business on 10 March 2023.

Before submission, the tenderers must check that all pages are correctly numbered and that all required documents are signed and initialled. QCTO will hold the duly authorised signatory liable on behalf of the tenderer.

NB: Please create an index page for ease of reference. Paginate your proposal submission by using numbered file dividers or a similar system.

Each page should be initialled with black ink.

1.2 PARTNERSHIPS AND LEGAL ENTITIES

In the case of the tenderer being a partnership, close corporation or a company, a certificate reflecting the names, identity numbers and addresses of the partners, members or directors (as the case may be) must be submitted with the tender.

1.3 CONSORTIUMS AND JOINT VENTURES

1.3.1 If the tendering unit emanates from a joint venture or collaborative partnership or consortium (including a newly formed company), which does not have a joint track record of at least three (3) years, the individual entities that make up the tendering unit should each provide all the mandatory requirements. Should all the requirements in respect of the tendering unit or the individual entities, as the case may be, not be met, the tendering unit will be disqualified.

1.3.2 It is recognised that tenderers may wish to form consortia to provide the services.

1.3.3 In response to this invitation to tender, a consortium shall comply with the following requirements: -

1.3.3.1 A copy of the agreement entered into by the consortium members shall be submitted with the tender. It shall be signed so as to be legally binding on all consortium members.

1.3.3.2 The tender document shall be signed so as to be legally binding on all consortium members;

1.3.3.3 One of the members shall be nominated by the others as authorised to be the lead member and this authorisation shall be included in the agreement entered into between the consortium members;

1.3.3.4 The lead member shall be the only authorised party to make legal statements, communicate with QCTO and receive instructions for and on behalf of any or all the members of the consortium;

1.4 ACCEPTANCE OF TENDERS

The QCTO does not bind itself to accept either the lowest or any other quote and reserves the right to accept the bid that it deems to be in the best interests of the organisation. QCTO reserves the right to accept the offer in full or in part or not at all.

2. AIM OF PROPOSAL

The purpose of this bid is to appoint a suitable service provider for the provision of a cloud-based board management solution for the Quality Council for Trades and Occupations (QCTO) for a period of thirty-six (36) months, this document intends to provide the prospective service providers with adequate information to understand and respond to QCTO's requirements. It serves to ensure uniformity in responses and to provide a structured framework for the evaluation of proposals. The appointment will be for a period of thirty-six (36) months commencing on the date as prescribed in the Letter of Award and signed Service Level Agreement to be signed by both parties.

3. SCOPE OF SERVICES

The objective of these Terms of Reference (TORs) is to appoint a suitable service provider that can be able to provide a Cloud-based Board Management Solution or equivalent solution that can cater for QCTO needs for a period of thirty-six (36) months.

3.1 EXPECTED OUTCOMES AND DELIVERABLES

3.1.1 The required Cloud-based Board Management Solution must include but not be limited to the following:

3.1.1.1 Scheduling of meetings with auto invitations and notifications.

3.1.1.2 Ability to integrate with other applications (Microsoft365 tenant, Zoom etc.).

3.1.1.3 Ability to create and manage dynamic board packs/ Council packs and meetings through different devices (laptops, tablets and cellphones etc.).

3.1.1.4 Upload documents and meeting materials via easy drag-and-drop.

3.1.1.5 Export meeting pack as PDF.

3.1.1.6 Give access to the meeting pack through the intergraded tool.

3.1.1.7 Collate electronic board/ council meeting packs with a single click.

3.1.1.8 Instant distribution and notification of board/ council packs, including last-minute updates.

3.1.1.9 Keep track of document versions.

3.1.1.10 Access to the most up-to-date board/ council meeting packs/ documents and meetings through all devices (compatible with IOS, Windows and Android etc.) Join Council and Committee meetings from remote locations via the integrated in-app audio and video conference.

3.1.1.11 Review meeting documents securely both online and offline, for the duration of the contract. All meeting information/ documents must be available to the QCTO on request and at the end of the contract.

- 3.1.1.12 Mark private and shared annotations, highlights, text, notes, and actions on documents
- 3.1.1.13 Live presentation of documents during meetings
- 3.1.1.14 Ability to set up quick whiteboard meetings anytime
- 3.1.1.15 Sign documents with eSignature.
- 3.1.1.16 Support multiple boards/ Council and committees set up
- 3.1.1.17 The solution must be POPIA and PAIA-compliant.
- 3.1.1.18 Cater for 110 users, provide support and training for the duration of the contract

3.2 SECURITY & AVAILABILITY

- 3.2.1.1 Secure data hosting on SSAE18 and ISO27001-compliant infrastructure
- 3.2.1.2 Strong AES-256 encryption, authentication, and authorisation mechanisms
- 3.2.1.3 Access permission setting to enforce document confidentiality
- 3.2.1.4 Strong mobile security to protect data on mobile devices
- 3.2.1.5 Auto and manual wiping of offline data on lost devices
- 3.2.1.6 Disaster Recovery (DR) and High Availability (HA)
- 3.2.1.7 Multi-Factor Authentication

3.3 PLATFORM, INTEGRATION & MIGRATION

- 3.3.1 Cloud hosting SSO, AD, LDAP/ AZURE Integration.
- 3.3.2 Document Management System
- 3.3.3 Microsoft365 tenant integration

3.4 SUPPORT & TRAINING

- 3.4.1 Onsite and Remote Support
- 3.4.2 Onsite and Remote Training
- 3.4.3 24/7 Onsite and Remote Support

4. PRICING

- 4.1** The tenderer must submit details regarding the tender price for the services on the pricing schedule provided in SBD 3.3. The completed form/s must be submitted together with the price proposal.
- 4.2** Bidders are required to indicate their rates (costs) inclusive of all applicable taxes.
- 4.3** Bidder's proposed cost for the project should be an all-inclusive maximum fixed price fee.
- 4.4** All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).
- 4.5** QCTO will not provide upfront payments.

NB: FAILURE TO PROVIDE THE PRICING PROPOSAL WILL INVALIDATE THE BID AND RESULT IN IMMEDIATE DISQUALIFICATION OF THE PROPOSAL

One (1) original pricing proposal must be submitted in **a separate sealed envelope**: 'The pricing schedule must be submitted adjacent to the SBD3.3 form in the bid proposal'.

5. SUBCONTRACTING

No part of the required services can be subcontracted; the full required service of this bid must be performed by the contracted service provider participating in the bidding process.

6. SERVICE LEVEL AGREEMENT

The successful bidders will be expected to enter into a service-level agreement with the QCTO. The service level agreement will include, amongst others, the following:

- i. Period of agreement;
- ii. Changes to the proposed team;
- iii. Method of communication and reporting;
- iv. Non-performance;
- v. Financial penalties and termination of the contract;
- vi. Procedures relating to payments;
- vii. Procedures relating to management reports;
- viii. Terms of deliverables;
- ix. Reviews;
- x. Confidentiality; and
- xi. Disputes.

7. 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 bidder, which may include interviewing customer references or other activities to verify a bidder's or related information and capabilities and, in these instances, the bidders will be obliged to provide QCTO with all necessary 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.

The tender will be evaluated in three stages:

- Stage 1: Mandatory
- Stage 2: Functionality A: Industry Experience, expertise and capacity
- Stage 2: Functionality B – Presentation / Demonstration
- Stage 3: Price and Specific goals

Stage 1: Mandatory Evaluation

During this stage, proposals will be reviewed to determine compliance with all mandatory requirements, and such documents must be signed by a duly authorised representative.

I/We have attached to this document:	Tick if submitted		Office use
• Correctly completed bid proposal and signed by authorised signatories	Yes	No	
• One (1) original hard copy technical bid document and three (3) hard copies of the original technical submission.	Yes	No	
• One (1) original pricing proposal must be submitted (in a separate sealed envelope) 'The pricing schedule must be submitted adjacent to the SBD 3.3 form in the bid proposal'.	Yes	No	
• One (1) USB Submission	Yes	No	
• Proof of company/closed corporation registration and a copy of CM/CK certificates	Yes	No	
• Copies of the identity documents of those with equity/shares	Yes	No	
• Duly Completed Standard Bidding Documents (SBD 1, SBD 4, SBD 6,1)	Yes	No	
• CSD Registration (National Treasury)	Yes	No	
• Letter of Good standing (COIDA)	Yes	No	

Note: Failure to meet or submit any or all the above mandatory requirements will lead to bidder being disqualified.

Stage 2 (a): Functionality (First Phase)

No.	Criteria	Sub-criteria	Points
1. References	<p>Bidder's relevant experience for the assignment:</p> <p>NB: Reference letters must not be older than five (05) years</p> <p>NB: Letters of agreement, contracts, or purchase orders may not replace relevant reference letters.</p> <p>Official reference letters must bear the letterheads of the organization/s where similar service was successfully implemented with the following:</p> <ul style="list-style-type: none"> Duly signed and dated Name of the bidder mentioned Period of contract Value of Contract Officially signed and dated with contact details (Name, telephone, email address) Recommendations 	<ul style="list-style-type: none"> A bidder with one (01) relevant reference letter for implementing the Cloud-based Board Management solution = 3 points A bidder with two (02) relevant letters for implementation of the Cloud-based Board Management solution = 6 points A bidder with three (03) relevant reference letters for implementing the Cloud-based Board Management solution = 9 points A bidder with four (04) relevant reference letters for implementing the Cloud-based Board Management solution = 12 points A bidder with five (05) or more relevant reference letters for implementing the Cloud-based Board Management solution = 15 points 	15
2. Project specialist	<p>The service provider must demonstrate by attaching the full CV of one project specialist (Implementer) who has the experience, knowledge, skills, and ability to provide QCTO with the required service.</p> <p>The above refers to the experience of deploying the</p>	<ul style="list-style-type: none"> Project specialist with one (01)-year solution deployment experience = 12 points Project specialist with two (02) years solution deployment experience = 24 points 	60

	<p>Cloud Based Board Management solution.</p> <p>The bidder must attach</p> <ul style="list-style-type: none"> • The CV detailing the experience in solution deployment • Qualifications • Certificates. 	<ul style="list-style-type: none"> • Project specialist with three (03) years solution deployment experience = 36 points • Project specialist with four (04) years solution deployment experience = 48 points • Project specialist with more than five (05) years solution deployment experience = 60 points 	
<p>3. Company Experience and methodology of implementing the Cloud Based Board Management solution.</p>	<p>The bidder must provide an outline of the experience and methodology used to implement the solution</p>	<ul style="list-style-type: none"> • A bidder with at least one to two (01-02) years of implementing the Cloud-based Board Management solution = 5 points • A bidder with two to three (02-03) years of implementing the Cloud-based Board Management solution = 10 points • A bidder three to four (03-04) years of implementing the Cloud-based Board Management solution = 15 points • A bidder with four to five (04-05) years of implementing the Cloud-based Board Management solution = 20 points • A bidder with five (05) and above years of implementing the Cloud-based Board Management solution = 25 points 	25

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

Threshold: Bidders who score less than 65 out of 100 points on functionality will not be considered for presentation/demonstration and will be disqualified for this project.

Stage 2 b): Functionality – Presentation / Demonstration (Second Phase).

The second phase of the functional evaluation stage is based on presentation/demonstration, which will be evaluated using the following criteria and points:

NB: Presentations/demonstrations will be done in person at the QCTO Offices. QCTO will not reimburse potential service providers for travel costs or related costs.

STAGE 2: FUNCTIONALITY: (PRESENTATION/ DEMONSTRATION): PHASE 2		
1	<ul style="list-style-type: none"> Bidder's understanding of the requirements and its capacity to deliver = Maximum 30 points 	30
2	<ul style="list-style-type: none"> The extent to which the product addresses the requirements of the QCTO = Maximum 50 points 	50
3	<ul style="list-style-type: none"> Explanation as to why the firm should be selected as the preferred Service Provider, including any value-added services = Maximum of 20 points 	20
Total		100

Each of the criteria is to be assessed and scored on the evaluation sheet using the above points.

Threshold: Bidders who score less than **70** out of 100 points on presentation / demonstration will not be considered for Price and Specific goals and will be disqualified for this project.

Stage 3: Price and Specific Goals

Only bids 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 tenders with a Rand value below R50 000 000 (all applicable taxes included):

$$P_s = 80 \left[1 - \left(\frac{P_t - P_{min}}{P_{min}} \right) \right]$$

Where:

P_s = Points scored for comparative price of proposal or offer under consideration;

P_t = Comparative price of proposal or offer under consideration; and

P_{min} = 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	Number of Points
Women	5
Youth	5
HDI	10

:

Note: Non-compliant contributors or 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 of B-BBEE certificates, the bidder must also submit the full verification report, which shows the percentage of Women ,Youth and HDI ownership.

8. CALCULATING THE FINAL SCORE

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

9. TENDER VALIDITY PERIOD

The validity period for this tender is 180 days.

10. ENQUIRIES

Any technical enquiries regarding the terms of reference shall be directed in writing to the following:

Any technical enquiries regarding the terms of reference shall be directed in writing to:

1. Mr. Hangwelani Tshifaro

E-Mail: Tshifaro.H@qcto.org.za

2. Ms. Hilda Mathidza

Email: Mathidza.H@qcto.org.za

Any SCM enquiries regarding the terms of reference shall be directed in writing to:

1. Mr Lekhotla Motloun

Telephone Numbers: 012 003 1847

E-mail address: tenders@qcto.org.za