

REQUEST FOR QUOTATION

RFQ NUMBER	RFQ989/65122/2021
DESCRIPTION	APPOINTMENT OF A QLIK PARTNERS TO SETUP QLIK SENSE ENVIRONMENTS, MIGRATE QLIKVIEW REPORTS DASHBOARDS TO QLIK SENSE, DEVELOP NEW REPORTS ON QLIK SENSE, PROVIDE SUPPORT AND MAINTENANCE
CLOSING DATE AND TIME	05 OCTOBER 2021 @11H00
CSD No.	MAAA_____
SUBMISSION DETAILS	Email Submission: quotes@ithala.co.za <i>Late submissions will not be accepted</i>
SCM ENQUIRIES	Contact: Lungisile Zondi Tel / Email : 0319078701 / lzondi@ithala.co.za
TECHNICAL ENQUIRIES	Contact: Nomthi Zulu Tel / Email : 0319078776 / nbzulu@ithala.co.za

NAME OF BIDDER:.....

**All bidders must furnish the following particulars and include it in their submission
(Failure to do so may result in your quotation being disqualified)**

Name of bidder:

Trading Name

VAT registration number

Tax clearance status/pin submitted

Postal address:

Street address:

Telephone number: Code Number

Cellular number:

Facsimile number: Code Number

e-Mail address:

In case of a consortium/joint venture, full details on consortium/joint venture members:

Entity name	VAT registration number	Tax Clearance Status/Pin submitted	YES / NO
Entity name	VAT registration number	Tax Clearance Status/Pin submitted	YES / NO
Entity name	VAT registration number	Tax Clearance Status/Pin submitted	YES / NO

Name of contracting entity in case of a consortium/joint venture

Entity name:

Postal address:

Street address:

Contact details of responsible person who will act on behalf of the entity/consortium/joint venture for this bid

Contact details of alternative

Name and Surname _____

Telephone number: Code _____ Number _____

Cellular number: _____

Facsimile number: Code _____ Number _____

e-Mail address: _____

Responsible person who will act on behalf of the person above should he/she not be available

Name and Surname _____

Telephone number: Code _____ Number _____

Cellular number: _____

Facsimile number: Code _____ Number _____

e-Mail address: _____

Confirmation

he accredited representative in South Africa for the services offered by you:

Declaration

I/We have examined the information provided in your bid documents and offer to undertake the work prescribed in accordance with the requirements as set out in the bid document. The prices quoted in this bid are valid for the stipulated period. I/We confirm the availability of the proposed team members. We confirm that this bid will remain binding upon us and may be accepted by you at any time before the expiry date

Signature of bidder: _____

Date: _____

Are you duly authorised to commit the bidder:

YES /
NO

Capacity under which this bid is
signed _____

A.TERMS AND CONDITIONS

1.DESCRPTION	Yes	No	Noted	If no,indicate deviation
1.1 Quotations must be delivered by the stipulated time to the correct address. Late quotations will not be accepted for consideration				
1.2 All quotations must be submitted on the official forms provided–(not to be re-typed) or online				
1.3 Quotations above R30 000 will be evaluated on the basis of the 80:20 preference point system as stipulated in the Preferential Procurement Policy Framework Act (Act number 5 of 2000)				
1.4 This quotation is subject to the Preferential Procurement Policy Framework Act 2000 and the Preferential Procurement Regulations, 2017, the General Conditions of Contract (GCC) and, if applicable, any other legislation or special conditions of contract				
1.5 Ithala reserves the right to enter into negotiations with a prospective contractor regarding any terms and conditions, including price(s), of a proposed contract.				
1.6 Ithala shall not be obliged to accept the lowest or any financial offer or proposal. Furthermore, Ithala reserve the right not to award the tender to the highest ranking bidder in terms of the Preferential Procurement Policy Framework Act 2000 and the Preferential Procurement Regulations, 2017				
1.7 Ithala will disregard the bid of any bidder if that bidder or any of its directors have abused the institutions supply chain management system and or committed fraud or any other improper conduct in relation to such system.				
1.8 Ithala will list bidders / directors in the list of restricted suppliers and they will not conduct any business with an organ of state				
1.9 Tax Compliance Requirements: 1.9.1 Bidders must ensure compliance with their tax obligations. Bidders are required to submit their unique personal identification number (pin) issued by sars to enable the organ of state to view the taxpayer's profile and tax status. 1.9.2 Application for tax compliance status (tcs) or pin may also be made via e-filing. In order to use this provision, taxpayers will need to register with sars as e-filers through the website www.sars.gov.za. 1.9.3 In quotations where consortia / joint ventures / sub-contractors are involved, each party must submit a separate proof of tcs / pin / csd number. 1.9.4 Where no tax compliance status (tcs) or pin is available but the bidder is registered on the Central Supplier Database (CSD), a csd number must be provided.				

1.10 Ithala's business of conduct and ethics: 1.10.1 Relationships with customers and suppliers - In order to ensure that they remain objective, employees should not accept any bribes offered by any customer or supplier of Ithala, should report such offers to management and refrain from having any vested interest, financial or otherwise, with any customer or supplier. 1.10.2 Customer complaints - For any complaints regarding our supply chain management abuses please contact Ithala Customer Services at <u>031 907 8911</u> or email complaints@ithala.co.za 1.10.3 For fraud and corruption you can lodge an anonymous complaints at our toll-free hotline number 0800 004 823				
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B. ADMINISTRATIVE COMPLIANCE

<u>2.STAGE ONE: ADMINISTRATION COMPLIANCE</u>	Yes	No	Noted	If no,indicate deviation
<i>All quotations duly lodged will be examined to determine compliance with bidding requirements and conditions. Quotations with obvious deviations from the requirements/conditions, will be eliminated from further adjudication.</i> 2.1 Mandatory Quotations will be considered compliant if the following documents have been submitted or condition met (whichever is applicable) 2.1.1 The bidder must be registered as a vendor on the National Treasury Central Supply Database (CSD), which can be found at https://secure.csd.gov.za/ in compliance with National Treasury compliance paragraph 4.2 with instruction note 4a of 2016/2017 2.1.2 The bidder must be in good standing with SARS and such information will be verified through Central Supply Database (CSD) or using SARS e-filing pin in National Treasury compliance with instruction note 9 of 2017/2018 prior to the award of the bid; 2.1.3 SBD 4 - A completed and duly signed declaration of Interest. Should a conflict of interest be declared or identified, the bid would be declared non- responsive. NB Bidder must ensure all pages are complete and all questions answered, you are to indicate not applicable (N/A) where appropriate. Failure to provide any mandatory information as requested above will result in the submission being deemed non-responsive.				
3. STAGE TWO – FUNCTIONALITY EVALUATION				
Bidders must obtain 70 points to be evaluated further				
<u>4.STAGE THREE: PRICE AND B-BBEE EVALUATION</u>				
4.1 Price and B-BBEE evaluation will be carried out on bidders who qualified in stage Stage 1				
4.2 In terms of regulation of the Preferential Procurement Regulations 2017, A bidder will qualify for preference points (where applicable). Bidders are required to submit a certified copy of their B-BBEE certificate or Sworn affidavit (attested by				

the Commissioner of Oaths) and/or any other supporting documentation				
5. ADJUDICATION OF BID				
5.1 The quotation shall be awarded at the sole and absolute discretion of Ithala. Ithala hereby represents that it is not obliged to award this quotation to any bidder. Ithala is entitled to retract this quotation at any time as from the date of issue. Ithala is not obliged to award this quotation to the bidder that quotes the lowest.				
5.2 A bidder shall be disqualified from bidding if any attempt is made either directly to solicit and/or canvass any information from any employee or agent of Ithala regarding this quotation from the date the offer is submitted until the date of award of the quotation.				
6. Awarding of contract				
6.1 The Ithala Service Level Agreement will be the only contract signed by both parties and will form the basis of this contract. Ithala's standard terms and conditions will not be negotiated.				
6.2 Ithala reserves the right to award this quotation in full or part				

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1. Background

The purpose of this RFQ is to invite proposals from Qlik partners to setup Qlik Sense environments, migrate QlikView reports dashboards to Qlik Sense, develop new reports on Qlik Sense, provide support and maintenance.

2. Service Requirement

Advisory

The service provider's role will be to advise Ithala on the latest product versions and patches to ensure that business is on the bleeding edge of developments related to Qlik Sense and related technical solutions.

The SP will also work closely with Ithala's BI support team to provide technology roadmap, best practice and optimal resourcing gaps related to BI deployment within Ithala. SP will also assist in the compilation of business requirements for the effective use of the new Qlik Sense Dashboard reports.

Migration of Current QlikView Environment

Service provider (SP) will be expected to migrate the QlikView environment to Qlik Sense, providing knowledge and skills transfer to business and technical users within Ithala.

Below table indicates dashboard reports that have been developed to date on QlikView that will need to be migrated.

Business Unit	Reports Models
Properties	Properties
Business Finance/ Credit Risk	Business Finance Quarterly Reports
	Business Finance Model
	Business Finance Performance Model
SCM	SCM Orders
	BEE Enterprise
Group Finance	Group Finance – Liquidity
	Group Finance – MIF
	Group Finance – Profitability
	Group Finance – Provisions
	Group Finance – NCA
	IDFC Interest Revenue – IFRS9
	IFRS9 Model Data Extract IDFC

	APP
IT	IT Model
Ithala SOC	Public Sector Limited 303 Model
	SOC Limited Interest Rate Model
	CRS Analytics Model
	Data Quality Model
	IFRS9 Model Data Extract – Ithala SOC Limited
	Limited 303 Model

Support and Maintenance

The service provider will be expected to support and maintain Ithala Qlik environments (both QlikView and Qlik Sense) and resolve escalated calls.

The service provider should also be able to resolve the issues emanating from the new and existing features implemented on Qlik Sense dashboard reports. Where the need arise, the service provider must be available on-site (IDFC premises) to address Qlik Sense dashboard reports and its server related issues.

3. Scope of Service

Only quotations from Qlik partners meeting all below requirements will be considered.

- I. Setup of Qlik Sense production and test environments
 - a. Setup and configuration of servers, folder structures, data flows, users and AD configuration)
 - b. Testing – Server/ QMC Job Schedules/Reloads/ Licenses
- II. Migration of Existing QlikView dashboard reports to Qlik Sense
 - a. Testing and fixes of Qlik Sense dashboards reports
- III. Development of the following new reports dashboards on the new Qlik Sense environment:
 - 1. HR Reports:**
 - Performance Appraisals - distribution per category, trend over time per individual, performance against other departments reports.
 - 2. IT reports:**
 - Contracts, leases, licences, SLAs - start/end, values, duration till expiry.
 - Burn rate against budget
 - Employee utilisation of IT systems (frequency of access/activity length)

- IT costs categorisation and trends

IV. Training of administrator and users

V. Support and Maintenance of Qlik environments for a period of 36 months

4. Pricing Schedule

The following table to be completed for the pricing.

ALL COSTS MUST BE INCLUSIVE OF VAT.

Description	Unit Cost	Hours (Effort)	Total
I. Setup of Qlik Sense production and test environments			
II. Migration of Existing QlikView reports dashboards to Qlik Sense (incl. testing and fixes – Server/QMC Job Schedule/Reloads/Licenses)			
III. Development of new dashboard reports on Qlik Sense			
IV. Training of administrator and users			
V. Support and Maintenance (36 months)			
Other			
Total			

5. Evaluation Criteria

The evaluation criteria for Functionality will be as follows:

NO.	CRITERIA	POINTS
1	Experience in migrations of QlikView to Qlik Sense - 50 • 5 companies and above = 50 • 3 companies = 30 • 2 company or none = 10 NOTE: A bidder is required to provide clear proof of migration experience by providing list of companies (contactable to verify if necessary) they have migrated.	50
2	Resources experience – 30 I. Server and Developer Specialist - 15 5 years and above = 15 3 years and less = 10 1 years and less = 0 II. Senior Consultant - 15 5 years and above = 15 3 years and less = 10 1 years and less = 0 NOTE: The bidder is required to provide CVs of resources that will be allocated to this project, detailing the years of relevant experience.	30
3	Setup and Migration Implementation Timelines - 20 Two months and less = 20 Above two months = 10 NOTE: The bidder is required to provide a detailed project plan indicating the project deliverables and timelines thereof. This project plan should exclude the development of new reports, support and maintenance deliverables.	20

Quotes that fail to obtain a minimum threshold of 60 points will be disqualified.

Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorized representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

- 1.1 Full Name of bidder or his or her representative:
- 1.2 Identity Number:
- 1.3 Position occupied in the Company (director, trustee, shareholder²):
- 1.4 Company Registration Number:
- 1.5 Tax Reference Number:
- 1.6 VAT Registration Number:

- 2.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

¹"State" means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) National Assembly or the national Council of provinces; or
- (e) Parliament.

²"Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

- 2.2 Are you or any person connected with the bidder
presently employed by the state? **YES / NO**

- 2.2.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

Name of state institution at which you or the person connected to the bidder is employed:

.....

Position occupied in the state institution:

Any other particulars:

.....
.....
.....

2.2.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector?

YES / NO

2.2.2.1 If yes, did you attach proof of such authority to the bid document?

YES / NO

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.2.2.2 If no, furnish reasons for non-submission of such proof:

.....
.....
.....

2.2.3 Did you or your spouse, or any of the company's directors / trustees/ shareholders / members or their spouses conduct business with the state in the previous twelve months?

YES / NO

2.2.3.1 If so, furnish particulars:

.....
.....
.....

2.2.4 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid?

YES / NO

2.2.4.1 If so, furnish particulars.

.....
.....
.....

2.2.5 Are you, or any person connected with the bidder, Aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid?

YES/NO

2.2.5.1 If so, furnish particulars.

.....
.....
.....

2.2.6 Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidding for this contract?

YES/NO

2.2.6.1 If so, furnish particulars:

.....
.....
.....

3. 1 Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number Persal Number

DECLARATION

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE
GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidd