



REQUEST FOR QUOTATION (RFQ)

The South African Qualifications Authority (SAQA) invites Service Providers to submit quotations for requirements stipulated below:

DOCUMENT NUMBER:	SAQA: GPS 1/2021
RFQ ISSUE DATE:	28 June 2021
RFQ CLOSING DATE AND TIME:	12 July 2021, 12:00
RFQ VALIDITY PERIOD	30 days (from RFQ closing date)
PERIOD	Thirty-Six (36) months
DESCRIPTION:	To appoint a suitably qualified service provider to provide registration, renewal and monitoring of SAQA trademarks and domain names for three years (36 months)
RESPONSES TO THIS RFQ SHOULD BE FORWARDED TO:	smngwevu@saga.co.za
ENQUIRY	Ms. Nireen Naidoo E-mail: nnaidoo@saga.co.za

TERMS OF REFERENCE

1. INTRODUCTION

- 1.1 The South African Qualifications Authority (SAQA) is a public entity listed in Schedule 3(a) of the Public Finance Management Act (PFMA). It is mandated by the National Qualifications Framework (NQF) Act, 67 of 2008, to oversee the further development and implementation of the NQF, advance the objectives of the NQF and coordinate its three Sub-Frameworks.
- 1.2 SAQA has registered a number of Trademarks and Domain Names that play an important role in developing and protecting its corporate image and legal mandate. In order to uphold the good image of SAQA, it is critical that SAQA protects its corporate image against improper or inappropriate external use.
- 1.3 SAQA has registered 21 Trademarks with the Registrar of Patents, Designs, Trademarks and Copyrights in order to provide the maximum possible protection against any unauthorised use.
- 1.4 SAQA has registered 24 Domain Names to support its website and applications as well as protect its corporate image.

2. PURPOSE

- 2.1 The purpose of this Request for Quotation (RFQ) is to appoint a suitably qualified service provider to provide registration, renewal and monitoring of SAQA trademarks and domain names for three years (36 months).

3. SCOPE OF SERVICES

- 3.1 The services to be delivered in line with service level standards, will include the following:
 - 3.1.1 Ensuring that infringement on any of the SAQA Trademarks in Table 1 below is monitored and reported, and advice is provided on how to deal with such infringement.

Table 1: SAQA Trademarks	
Quantity	Expiry Date
21	21-Aug-21

- 3.1.2 Ensuring that all the Domain Names in Table 2 below are registered in SAQA's name and renewed on an annual basis as well as aligning the renewal of these Domain Names to ensure smooth renewal.

Table 2: SAQA Domain Names	
Quantity	Expiry Date
1	03-Apr-22
1	24-Apr-22
2	30-May-22
1	06-Jun-22
14	11-Jul-22
1	12-Jul-22
1	18-Jul-22
1	14-Aug-22
1	29-Aug-22
1	01-Sep-22
Total: 24 Domain Names	

- 3.1.3 Service Delivery Management Plan – required for the overall management of the project and service delivery by a dedicated Account Manager to manage all deliverables to be implemented by the bidder. The bidder shall provide reports on a monthly basis as defined by the SAQA.

4. SERVICES LEVELS AND APPLICABLE PENALTIES

Table 1: Monitoring, reporting and advising on infringement on SAQA Trademarks - Minimum Service Level Standards

Service	Description	Target	Penalty
Monitoring, reporting and advising on infringement on SAQA Trademarks	Monitoring infringement on SAQA Trademarks	100% monitoring of national and international infringement	15% of total monthly costs
	Reporting infringement on SAQA Trademarks	Ad-hoc reporting on national and international infringement	15% of total monthly costs
	Providing advice on SAQA Trademark infringement	14 working days after identifying infringement	10% of total monthly costs

Table 2: Registration and renewal of SAQA Domain Names - Minimum Service Level Standards

Service	Description	Target	Penalty
Registration and renewal of SAQA Domain Names	Registration of available Domain Names	Registration of available Domain Names 5 working days after receipt of Purchase Order	10% of total Domain Name registration costs
	Renewal of registered Domain Names	Renewal of registered Domain Names 30 working days before expiry	15% of total Domain Name renewal

Table 3: Service Delivery Management Plan - Minimum Service Level Standards

Service	Description	Target	Penalty
Service Delivery Management Plan	Service Delivery Management Plans for both SAQA Trademarks and Domain Names	Within 5 working days of contract	10% of total monthly costs

4.1 Penalty Maximum Limit and Service Disputes:

- 4.1.1 The maximum penalties will be limited to 25% per month of the total monthly costs.
- 4.1.2 Furthermore, should the 25% limit be reached four (4) times during the contract period, the SAQA reserves the right to immediately enter into a Service Dispute, that may result in the termination of the contract.
- 4.1.3 Notwithstanding the aforementioned, and without prejudice to any other rights SAQA has, the SAQA reserves the right to enter into Service Disputes at any point in time with the view of contract cancellation. During a Service Dispute, the service provider shall continue to render services in terms in accordance with these service levels.

5. PROPOSAL FORMAT

- 5.1 The bidding company is required to submit a proposal with price schedule in response to the Terms of Reference in the following format

DETAIL OF PROPOSAL DOCUMENTS (SUBMISSION FORMAT CHECKLIST) (BIDDERS MUST INDICATE WITH A TICK IF COMPLIED OR NOT COMPLIED WITH THE FORMAT)	Comply	Not-Comply
Part 1: Bid document including SBDs Tenderers must complete and submit all required Standard Bid Documents: SBD3.1, SBD 4, SBD 6.1, SBD 8 and SBD 9.		
Part 2: SARS Tax Compliance Requirement Bidders must state their National Treasury (CSD) Central Supplier Database's Supplier Number or Unique number and Tax Pin in their bids in order to enable SAQA to confirm suppliers' tax status. (RECENT CSD REPORT MUST BE ATTACHED)		
Part 3: B-BBEE Certificate Bidders are required to submit the original and valid B-BBEE Status Level Verification Certificates or certified copies thereof with SANAS logo visible on it together with their price quotations to substantiate their B-BBEE rating claims. However, bidders who qualify as EMEs may submit a sworn affidavit signed by the EME representative and attested by a Commissioner of oaths.		
Part 4: Understanding of the Terms of Reference, refer to the Terms of Reference. • Provide an overview of the methodology. • Describe, in detail, exactly how you propose to carry out the activities to achieve the outcomes identified in the Terms of Reference. • You should identify any possible problems that might hinder delivery and indicate how you will avoid, or overcome such problems. • Describe how the work will be managed.		
Part 5: Experience in this field Bidders should provide at least the following information: Details of contracts for similar work for the past years. Reference letters of organisations where similar services were provided (Reference letters must be attached).		
Part 6: CVs and certificates of personnel		

6. EVALUATION CRITERIA

6.1 The bid will be evaluated in two (2) stages:

Stage 1: Functionality Evaluation; and
Stage 2: Price and B-BEE Evaluation.

STAGE 1 - FUNCTIONALITY EVALUATION

The functionality will be scored against the following criteria. Please note that where a “Minimum Rating to Qualify” for a criterion has been indicated, bidders will be disqualified where the bidder does not achieve the minimum rating.

Functionality Bidders must score 80 points or more to qualify		
Criteria	Sub-criterion	Points
Proof of professional capacity and service provider's experience with reference letters (The service provider must demonstrate that they have sufficient knowledge, skills and ability to provide SAQA with the required service) (The service provider should attach reference letters to qualify for the scores on experience)	The service provider should have experience in registering, renewing and monitoring infringement on Trademarks as well as registering, renewing and monitoring Domain Names. More than 5 letters (60 points) 5 letters (50 points) 4 letters (40 points) 3 letters (30 points) 2 letters (20 points) 1 letter (10 points) No letter (0 points)	60
Quality of methodology: Methodology proposal must be attached	Describe, in detail, exactly how you propose to carry out the activities to achieve the outcomes identified in the Terms of Reference (20 points) Identify any possible problems that might hinder delivery and indicate how you will avoid, or overcome such problems (15 points) Describe how the work will be managed (5 points)	40
Total		100

7. MINIMUM SCORING

- 7.1 In order to qualify to be evaluated for the phase following functionality, a bidder must have obtained a minimum of 80 points out of the total points for functionality. After functionality evaluation.
- 7.2 The qualifying bids will be evaluated in accordance with the 80/20 preference point system, as contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000), Preferential Procurement Regulation 2017.

8. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

- 8.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

STAGE 2 - PRICE SCHEDULE AND B-BBEE**TOTAL COST OF OWNERSHIP PRICING SCHEDULES SBD 3.1****NOTE: ONLY FIRM PRICES WILL BE ACCEPTED**

Year 1		
ITEM DESCRIPTION	Monthly rates	Total price per year (VAT Inc.)
1. Monitoring infringement on SAQA Trademarks	R.....	R.....
2. Reporting infringement on SAQA Trademarks	R.....	R.....
3. Providing advice on SAQA Trademark infringement	R.....	R.....
4. Registration of all SAQA Domain Names	R.....	R.....
5. Monitoring, reporting and providing advice on Domain Names	R.....	R.....
Total Price (Year 1- VAT inclusive)		R.....

- Bidders may submit a cost breakdown on a separate annexure if so required.

Year 2		
ITEM DESCRIPTION	Monthly rates	Total price per year (VAT Inc.)
1. Monitoring infringement on SAQA Trademarks	R.....	R.....
2. Reporting infringement on SAQA Trademarks	R.....	R.....
3. Providing advice on SAQA Trademark infringement	R.....	R.....
4. Registration of all SAQA Domain Names	R.....	R.....
5. Monitoring, reporting and providing advice on Domain Names	R.....	R.....
Total Price (Year 2- VAT inclusive)		R.....

Year 3		
ITEM DESCRIPTION	Monthly rates	Total price per year (VAT Inc.)
1. Monitoring infringement on SAQA Trademarks	R.....	R.....
2. Reporting infringement on SAQA Trademarks	R.....	R.....
3. Providing advice on SAQA Trademark infringement	R.....	R.....
4. Registration of all SAQA Domain Names	R.....	R.....
5. Monitoring, reporting and providing advice on Domain Names	R.....	R.....
Total Price (Year 3- VAT inclusive)		R.....

- Bidders may submit a cost breakdown on a separate annexure if so required.