



REQUEST FOR PROPOSAL FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SUPPORT AND MAINTENANCE SERVICES OF MICROSOFT DYNAMICS CRM 365 (CLOUD SOLUTION) ENTERPRISE PACKAGE AT THE MINING QUALIFICATIONS AUTHORITY FOR THE PERIOD OF 12 MONTHS

1. INTRODUCTION

The Mining Qualification Authority (MQA) is a public entity established in terms of section 45 of the Mine Health and Safety Act No. 29 of 1996 (MHSA) and is a Sector Education and Training Authority (SETA) in terms of item 4A to the second schedule of the Skills Development Act, Act no. 97 of 1998 (SDA). The MQA is listed as a schedule 3(a) public entity in terms of the Public Finance Management, Act no. 1 of 1999 (PFMA) and has an Accounting Authority (the Board) that is constituted in terms of the MHSA, the SDA and its constitution.

The MQA is expected to inter alia respond to the National Development Plan (NDP) which aims to eliminate the historical and structural poverty, unemployment and reduce inequality by 2030. The NDP seeks to build the capacity of South African citizenry to ensure that South Africa has adequate, appropriate and high-quality skills for economic growth, employment and social development. The National Skills Development Plan (NSDP) among others, responds to it by outlining outcomes to be met by various agencies through various interventions to increase access to high quality and relevant education and training and skills development opportunities, including workplace learning and experience, to enable effective participation in the economy and society by all South Africans and reduce inequalities.

2. PURPOSE OF THE REQUEST FOR PROPOSALS

The Mining Qualifications Authority (MQA) would like to appoint an experienced service provider to provide support and maintenance services of Microsoft Dynamics CRM 365 for the MQA (post-implementation support) for the period of 12 month on a time and material contract. The rationale for procuring the support and maintenance services is to ensure that assistance is provided when required.

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3. | SCOPE AND DEFINITION OF WORK:

The Mining Qualifications Authority (MQA) requires the services of a service provider to provide support and maintenance of Microsoft Dynamics CRM 365 for the MQA (post-implementation support). covering but not limited to:

- 3.1 Microsoft Dynamics CRM 365 Support and Maintenance;
- 3.2 Configuration of escalations and workflows;
- 3.3 Customization of reports;
- 3.4 Attending to technical problem
- 3.5 Integration with other systems; and other configurations
- 3.6 Access to the latest updates; and
- 3.7 Microsoft Dynamics CRM 365 Licensing as and when required, and
- 3.8 Other ad-hoc development as approved by the MQA

4. DELIVERABLES:

- 4.1 Support and maintenance of the system
- 4.2 Report writing and Modification of existing reports.
- 4.3 Microsoft Dynamics CRM 365 Licensing as and when required, and
- 4.4 Other ad-hoc development and other configurations as approved by the MQA
- 4.5 Integration with other systems

5. APPROPRIATE QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE

Suitable bidder must have required experience in Support and Maintenance of the Microsoft Dynamics CRM 365 Environment.

- 5.1 Company Experience - Bidders must provide MQA with reference letters from different clients in support and maintenance of Microsoft Dynamics CRM 365.
- 5.2 Senior technical resource – with minimum of 5 years' experience in support and maintenance of Microsoft Dynamics CRM 365.
- 5.3 Junior technical resource – with minimum of 3 years' experience in support and maintenance of Microsoft Dynamics CRM 365.

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6. DURATION OF THE PROJECT / CONTRACT:

- 6.1 The successful bidder will be appointed to render the requisite service for the period of twelve (12) months.
- 6.2 Work will start upon signing the service provider contract and Service Level Agreement (SLA).

7. INTEGRITY AND CONFLICT OF INTEREST

- 7.1 The service provider shall always exhibit the highest level of integrity in the performance of all professional assignments and will accept only assignments for which there is a reasonable expectation that the assignment will be completed with professional competence.
- 7.2 The successful service provider is required to conduct the assignment and compile the required reports and or information with the utmost integrity and honesty, and collect sufficient, appropriate evidence to ensure that the ultimate solution will assist the MQA to achieve its organisational goals and objectives.

8. PROJECT MANAGEMENT

The service provider appointed shall be given instructions by or shall report to the Senior Manager IT.

9. PROJECT PROPOSAL

The successful bidder will be required to submit the following:

- a. A short profile of the bidder which outlines the services required for this project.
- b. All the documents required as per the evaluation criteria.
- c. Details of the cost/fee breakdown for the services to be rendered.

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10. PROJECT PRICING

Support and maintenance price Schedule for Microsoft Dynamics CRM 365 cloud solution.

Price Schedule		
	Task description	Amount
1	Senior Technical human resource	
2	Junior Technical human resource	
3	Callout Fee (Rate per KM)	

NB: Please note that the rate per hour is for the different technical human resources consultation rates for support and maintenance. Support and maintenance will be on time and material basis, hence the request for rates per hour and call out fee if applicable.

11. EVALUATION CRITERIA

Proposals for the appointment of the service providers will be evaluated in three (4) phases. The **first phase** will be compliance, the **second phase** will be Mandatory requirements, the **third phase** will be functionality, and the **fourth phase** will be pricing and specific goals in accordance with the PPPFA. A bidder will only go to the next phase of evaluation if they have met the requirements of the previous phase of evaluation.

12.1 PHASE ONE (1): COMPLIANCE

RETURNABLE DOCUMENTS TO BE SUBMITTED

12.1.1 Proof of registration on Central Supplier Database System (CSD)

12.1.2 Valid Tax Clearance Certificate (Refer to SBD 2: Tax Clearance Certificate Requirements) or Tax PIN;

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- 12.1.3 B-BBEE Certificate of Measured Entity (if no certificate is received, a score of zero will be allocated for evaluation purposes);
- 12.1.4 SBD 4: Declaration of Interests Form fully completed and appropriately signed;
- 12.1.5 SBD 6.1: Preference Points Claim Form, fully completed and appropriately signed;

NB: Bidders who fail to submit the above documents will be disqualified and will not be evaluated further, however, to the extent that the applicable laws and regulations permit, bidders will be contacted to address outstanding information within a reasonable timeline as determined by the MQA. The request of such outstanding information will not be information that affects the substance of the bid or give a bidder unfair advantage to the other bidders.

12.2 PHASE TWO (2) MANDATORY REQUIREMENTS

12.2.1 Bidders must be a certified Microsoft Dynamics 365 partner (Provide partnership certificate)

NB: The MQA reserves the right to contact Microsoft and verify if the bidder is an authorized Microsoft Dynamic 365 partner and should Microsoft not confirm the bidder as an authorized Microsoft Dynamic 365 partner. The MQA shall consider a bid to have not met the mandatory requirements and will be disqualified from the bid.

12.3 PHASE THREE (3): FUNCTIONALITY

The proposal will be evaluated on a five-point scale as follows:

0 = Required documents not submitted.

1 = Poor, does not meet criteria.

2 = Fair, less than acceptable. Not sufficient for performance requirements.

3 = Satisfactory, adequate for the performance requirements.

4 = Very good, above the average compliance to the requirement.

5 = Excellent, exceptional mastery of the requirement.

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KPA	ELEMENT FUNCTIONALITY	WEIGHT 100	SCORING MATRIX
Institutional or Organisational experience in Microsoft Dynamics CRM 365	Provide a minimum of 3 Reference Letters. For the reference letter to comply it must have the following: 1 - Be on the client's letter head, signed by relevant officials, dated, with contactable details (email/phone numbers), work done within five (5) years prior to closing date of request for proposal. 2 – Explaining or narrating the support and maintenance of Microsoft Dynamics CRM 365 work done. Confirming that the work was executed successful.	40	0=No compliant reference letters submitted 1=1 compliant reference letter provided 2=2 compliant reference letters provided 3=3 compliant reference letters provided. 4=4 compliant reference letters provided. 5=5 or more compliant reference letters provided
Experience and Qualifications of the Senior Technical resource	Senior Technical Resource: Experience: Provide a CV of an Senior Technical resource with minimum of 5 years' experience in Microsoft Dynamics CRM 365	30	0= No compliant CV submitted. OR No valid certification provided. OR CV with less than 3 years experience 1 = A compliant CV provided

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	support and maintenance. Qualifications: Provide a certified Microsoft Dynamics CRM 365 certification for an experienced resource above The certification certifying date stamp must be valid for 6 months prior to the closing date of this request for proposal		of qualified personnel with 3 – less than 4 years relevant experience and a certified Microsoft Dynamics CRM 365 certification provided. 2 = A compliant CV provided of qualified personnel with 4 – less than 5 years relevant experience and a certified Microsoft Dynamics CRM 365 certification provided. 3 = A compliant CV provided of qualified personnel with 5 – less than 6 years relevant experience and a certified Microsoft Dynamics CRM 365 certification provided. 4 = A compliant CV provided of qualified personnel with 6 - less than 7 years relevant experience and a certified Microsoft Dynamics CRM 365 certification provided. 5 = A compliant CV provided of qualified personnel with 7 or more years relevant experience and a certified Microsoft Dynamics CRM 365 certification provided.
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Experience and Qualifications of the Junior Technical resource	Junior Technical Resource: Experience: Provide a CV of an Junior Technical resource with minimum of 3 years' experience in Microsoft Dynamics CRM 365 support and maintenance Qualifications: Provide a certified Microsoft Dynamics CRM 365 certification for an experienced resource above The certification certifying date stamp must be valid for 6 months prior to the closing date of this request for proposal	30	0= No compliant CV submitted. OR No valid certification provided. OR CV with less than 12 months experience 1 = A compliant CV provided of qualified personnel with 1 – less than 2 years relevant experience and a certified Microsoft Dynamics CRM 365 certification provided. 2 = A compliant CV provided of qualified personnel with 2 – less than 3 years relevant experience and a certified Microsoft Dynamics CRM 365 certification provided. 3 = A compliant CV provided of qualified personnel with 3 – less than 4 years relevant experience and a certified Microsoft Dynamics CRM 365 certification provided. 4 = A compliant CV provided of qualified personnel with 4 - less than 5 years relevant
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			experience and a certified Microsoft Dynamics CRM 365 certification provided.
Total		100	

The minimum threshold is 70 points

All service providers who score less than 70 out of 100 points for functionality will not be considered further and will be regarded as having submitted a non-responsive proposal.

12.4 PHASE THREE (3): PRICING AND SPECIFIC GOALS

During the third phase proposals will be evaluated using the 80/20 preference points system in accordance with the PPPFA guidelines. Based on this system the points will be allocated as follows:

Criteria	Points
Price	80
Specific goals	20

Specific goals Points will be awarded to a bidder in accordance with the table below:

PREFERENCE GOAL	80/20	Documents for verification
GOAL 1 – B-BBEE Status		
Level of Contributor	15	
Maximum Points		
1	15	B-BBEE Certificate/Sworn Affidavit
2	14	B-BBEE Certificate/Sworn Affidavit
3	10	B-BBEE Certificate/Sworn Affidavit
4	8	B-BBEE Certificate/Sworn Affidavit
5	6	B-BBEE Certificate/Sworn Affidavit
6	5	B-BBEE Certificate/Sworn Affidavit
7	4	B-BBEE Certificate/Sworn Affidavit
8	2	B-BBEE Certificate/Sworn Affidavit
Non-compliant contributor	0	

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GOAL 2 – Promotion of Black Woman/Youth/Disable/Rural Area Maximum Points	5	Documents for verification
Business owned by equal to or more than 50% black people who are woman	2	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people who are youth	1	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people with disability	1	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people living in rural areas	1	B-BBEE Certificate/Sworn Affidavit

Service Providers must submit original and valid B-BBEE Status Level Verification Certificate or certified copies thereof, issued by accredited Verification Agencies by SANAS or Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA), together with their bids, to substantiate their B-BBEE claims. Exempted Micro Enterprise must submit a letter from the Accounting Officer who is appointed in terms of the Close Corporation Act.

Service Providers who do not submit B-BBEE Status Level Verification Certificate or Sworn Affidavit are non-compliant contributors to be B-BBEE and do not qualify for preference points for specific goals.

The MQA is an equal opportunity and affirmative action employer. It shows the same commitment to those who wish to provide services to the MQA via the procurement process. It should be noted that regard will be given to those proposals from persons or companies which were previously disadvantaged, or which show evidence of

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skills transfer and representativeness. This does not preclude the formation of consortiums or the inclusion of proposals on how this project can be used to further the aims of transformation.

12. TERMS AND CONDITIONS OF THE BID

- 13.1 Awarding of this contract will be subject to the service provider's acceptance of the Supply Chain Management's general conditions of contract.
- 13.2 The MQA reserves the right to terminate the contract if there is clear evidence of non-performance and or poor quality of work.
- 13.3 MQA may at its sole discretion, award an assignment or any part thereof to more than one bidder (s).
- 13.4 Payment will only be made for acceptable work completed and timeously delivered in line with the agreed Pricing Schedule during the contracting phase.
- 13.5 The MQA may undertake due diligence to qualifying service provider to ascertain functionality.
- 13.6 Mining Qualifications Authority reserves the right not to award the bid to any service providers.
- 13.7 Any suggestions during the progress meetings, once accepted by both parties, shall form part of the contract.
- 13.8 MQA reserves the right to accept the project costing wholly or partially

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