



REQUEST FOR QUOTATION

The South African Qualifications Authority (SAQA) invites all interested parties to submit bids for the requirements stipulated below:

RFQ DOCUMENT NUMBER:	SAQA 0005/2022 ICT
RFQ ISSUE DATE	04 October 2022
RFQ CLOSING DATE AND TIME:	7 October 2022@ 11H00
PRICING VALIDITY PERIOD	90 days from RFQ closing date
DESCRIPTION OF SERVICES REQUIRED	SKILLS TRANSFER WITH MAINTENANCE AND SUPPORT FOR THE DFQEAS SYSTEM
PERIOD OF CONTRACT	Six (6) months
BRIEFING SESSION	No Briefing Session
RFQ RESPONSE ADDRESS	Responses to this RFQ must be emailed to the following address: rfg@saga.co.za
ENQUIRIES	Ms Lesedi Maila

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SECTION 1: TERMS OF REFERENCE

1. INTRODUCTION

- 1.1. The South African Qualifications Authority (SAQA) is a juristic person under the National Qualifications Framework Act, 67 of 2008 (NQF Act) and a schedule 3(A) national public entity under the Public Finance Management Act, 1 of 1999. SAQA performs its statutory functions subject to the NQF Act and is responsible for overseeing the implementation and further development of the National Qualifications Framework (NQF) and ensuring the achievement of its objectives.
- 1.2. The objectives of the NQF are to –
 - 1.2.1. create a single integrated national framework for learning achievements.
 - 1.2.2. facilitate access to, and mobility and progression within, education, training and career paths.
 - 1.2.3. enhance the quality of education and training; and
 - 1.2.4. accelerate the redress of past unfair discrimination in education, training, and employment opportunities.
- 1.3. The NQF consists of three qualifications sub-frameworks (for [a] General and Further Education and Training, [b] Higher Education and [c] Trades and Occupations) and its objectives are designed to contribute to the full personal development of each learner and the social and economic development of the nation at large.
- 1.4. SAQA is the custodian of the NQF, co-ordinates the three qualifications sub-frameworks and plays a pivotal role in the entire education and training sector.



2. PURPOSE

The purpose of this Request for Proposal (RFP) is to appoint a suitably qualified service provider to provide SAQA with skills transfer and end-to-end software system maintenance and support services for the DFQEAS system.

3. SOFTWARE MODULES DESCRIPTION

- 3.1. The System in SAQA consists of two components, namely the secured online application and the Administration application.
- 3.2. Both applications were developed using the Java 1.8 programming language and the Struts2 framework.
- 3.3. The applications are supported by two separate Microsoft SQL Server 2008 R2 Databases. A brief description of the system is as follows:

Description	Online Application	Administration Application
Application Server Operating System	Linux (CentOS 7) in DMZ with SSL certificate	MS Windows 2008
Database x 1	MS SQL Server 2008 R2	MS SQL Server 2008 R2
Number of databases tables	44	95
Number of database views	3	10
Number of databases stored procedures	132	401
Number of Java classes	86	243
Number of JSP files	66	296
Web hosting server	Tomcat 7.059/JVM 1.70	Tomcat 6.1/JVM 1.6.0_45-b06



4. **SCOPE OF SERVICES REQUIRED**

4.1 The following scope of services form part of the services component and are required for the maintenance and support of the software system, in line with service level standards:

- 4.1.1 Skills transfer to one (1) SAQA ICT staff member (end to end in terms of the entire scope of services required)
- 4.1.2 Break-fix Services
- 4.1.3 Ad-hoc services
- 4.1.4 Software Health Checks
- 4.1.5 Software Enhancements
- 4.1.6 Client Administrative Functions
- 4.1.7 Service Delivery Management
- 4.1.8 Software System Reporting
- 4.1.9 Software Documentation Upkeep
- 4.1.10 Support electronic SAQA certificate of evaluations

5. **DURATION OF CONTRACT**

- 5.1. SAQA will enter into a six (6) months service level agreement with the recommended service provider.

6. **EVALUATION OF BID**

- 6.1. The bid will be evaluated in 4 stages:
 - 6.1.1. Stage 1: Administrative compliance
 - 6.1.2. Stage 2: Mandatory requirements



6.1.3. Stage 3: Functionality evaluation

6.1.4. Stage 4: Price and B-BBEE

6.2. **Stage 1: Administrative compliance**

6.2.1. Bids will be screened to ensure compliance with all administrative requirements.

6.2.2. Bidders must ensure that they complete and sign all bid documents and that they attach all required documents in PDF format, including the Central Supplier Database details and information required by the RFQ.

6.2.3. Bids that do not comply with administrative compliance may be disqualified by SAQA.

6.3. **Stage 2: Mandatory requirements**

6.3.1. Bids will be evaluated to ensure compliance with all mandatory requirements.

6.3.2. Bidders must ensure that they comply with all mandatory requirements of the RFQ to advance to Stage 3: Functionality Evaluation.

6.3.3. Bids that do not comply with the mandatory requirements will be disqualified by SAQA.

6.3.4. Bidders must provide SAQA **with proof of registration or accreditation or Equivalent Certification for the proposed solutions** as the mandatory requirement for this Bid.

6.4. **Stage 3: Functionality evaluation**

6.4.1. Bids will be evaluated and scored against the evaluation criteria set out below. A bid will be disqualified if it does not meet a “minimum rating to qualify” indicated for a criterion.



FUNCTIONALITY CRITERIA				
No.	Criteria	Sub-criteria	Weighting	Points
1	Bidder's relevant experience for the assignment: (The bidder must attach duly signed relevant reference letter(s) to qualify for the indicated points)	The reference letters must bear the letterheads of the organization/s where similar service/s were successfully implemented: 1. A bidder with no relevant reference letters = 0 points 2. A bidder with one relevant reference letter = 10 points 3. A bidder with t two relevant reference letters = 20 points 4. A bidder with at least three relevant reference letters = 30 points 5. A bidder with four relevant reference letters = 40 points 6. A bidder with t five or more relevant reference letters = 50 points NB: Letters of agreement, contracts, or purchase orders may not replace relevant reference letters.	50%	50
2	The service provider must demonstrate by attaching the full CV of a Senior JAVA Developer with experience, knowledge, skills, and ability to provide	The CV must detail the experience in implementing and or maintaining IT systems using JAVA. 1. Senior JAVA Developer with qualifications and no working experience = 0 points 2. Senior JAVA Developer with qualifications and 1 year working experience = 5 points 3. Senior JAVA Developer with qualifications	25%	25

FUNCTIONALITY CRITERIA				
No.	Criteria	Sub-criteria	Weighting	Points
	SAQA with the required service. (The bidder must attach the Qualifications and (CV) and Certifications to qualify for points)	and 2 years working experience = 10 points 4. Senior JAVA Developer with qualifications and 3 years working experience = 15 points 5. Senior JAVA Developer with qualifications and 4 years working experience = 20 points 6. Senior JAVA Developer with qualifications and 5 years or more working experience = 25 points		
3	Provide a training and development plan for one SAQA staff member	Points will be awarded if the following is included in the training and development plan: 1. The training plan with timelines in terms of the scope of the project = 10 points 2. How the training will be conducted, and the staff member evaluated before and after each task = 10 points 3. A regularised report on the progress in this regard = 5 points	25%	25
TOTAL POINTS				100

6.4.2. A bidder must obtain a minimum of 80 points for functionality to qualify for evaluation on Price and B-BBEE. Bids scoring less than 80 points for functionality will be disqualified.

6.5. Stage 4: Price and B-BBEE

- 6.5.1. Bidders must complete the pricing schedule SBD 3.1 and submit it in a separate envelope.
- 6.5.2. Only qualifying bids will be evaluated in accordance with the 80/20 preference point system, as contemplated by the Preferential Procurement Framework Act 5 of 2000 and the Preferential Procurement Regulations, 2017.
- 6.5.3. Preference points will be awarded as contemplated by Regulations 6(2) and 7(2) of the Preferential Procurement Regulations, 2017 for attaining the B-BBEE status level 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

- 6.5.4. Bidders must complete and submit the preference points claim form SBD 6.1 with satisfactory proof of B-BBEE status level if they wish to claim preference points.



7. VALIDITY PERIOD OF PROPOSAL

The bid proposal must remain valid in all respects for at least 90 days after the bid closing date.

8. MAINTENANCE AND SUPPORT

8.1. Service Levels

8.1.1. Service Levels - the bidder will be required to meet certain service turnaround times to affect service restorations as part of Technical On-Site/Off-Site Support services.

8.2. SERVICES LEVELS AND APPLICABLE PENALTIES

8.2.1. Service Delivery Management

Table 2: Service Delivery Management - Minimum Service Level Standards			
SERVICE DELIVERY MANAGEMENT			
Service	Description	Target	Penalty
Response Times	The standard response time during working hours and after hours will be 4 hours. For urgent incidents, the response time will be within 2 hours. For crisis incidents (e.g., loss of entire solution service),	Minimum 100% response time required	20% of the monthly invoice amount



	the response time will be immediate.		
User Account Management	User Access Management - Account Termination	100 % of account/s created, changed, and terminated within 2 working days of request	20% of monthly maintenance and support costs
Solution health check service	Solution Health Check performed every quarter.	100% of all Solution Health Checks that needs to be performed during the contract period	20% of annual maintenance and support costs.
Solution Enhancements	Updates and upgrades of software	100% of all updates and upgrades from OEM (Windows/Linux) of the software within 30 days introduction of upgrade and enhancement.	20% of Maintenance and Support Costs
Skills transfer services	Skills transfer to one (1) SAQA ICT staff member	Provide 100 % skills transfer to identified SAQA ICT staff member	20% of Maintenance and Support Costs

9. PENALTY MAXIMUM LIMIT AND SERVICE DISPUTES

7.1 The maximum penalties will be limited to 20% per month of the total monthly service delivery costs.

7.2 Should SAQA issue a service deficiency notice to the Service Provider more than twice in any rolling 6-month period, SAQA shall be entitled, but not obliged, to immediately terminate the contract in writing.

7.3 SAQA shall be entitled to deduct from any monies payable to the Service Provider, an amount equivalent to the value of any substandard performance or non-performance of



any or all of the Services by the Service Provider. SAQA, acting reasonably, shall in its discretion determine the amount of the deduction.

7.4 Without detracting from any other obligations of the Service Provider, the Service Provider shall render the Services in accordance with the service levels, timeframes and subject to the penalties set out above.

7.5 The Service Provider shall not be entitled to any service credits should the Services be delivered within or ahead of target timeframes.

7.6 The deduction of a penalty by SAQA does not exempt the Service Provider from resolving the performance deficiency timeously, nor does it prevent SAQA from deducting further penalties until the performance deficiency is resolved by the Service Provider to SAQA's satisfaction.

7.7 SAQA reserves the right to enter into Service Disputes at any point in time with the view of contract cancellation, should the deliverables not be met on time during a Service Dispute, the service provider shall continue to render services per these service levels.

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**PRICING SCHEDULE – FIRM PRICES
(SERVICES)**

NOTE: ONLY FIRM PRICES PER YEAR WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

NAME OF BIDDER: RFQ NO.: **SAQA 0005/2022 ICT**

CLOSING TIME: **11h00**

CLOSING DATE: **7 October 2022**

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

1. Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project.

TOTAL: R

2. The ceiling price must include all applicable taxes, including value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.
3. The bidder confirms the correctness of the prices and rates quoted in its pricing proposal, is solely responsible for, and bound by the pricing proposal submitted for this bid, including all calculations. The bidder accepts that any errors contained therein regarding prices, rates and calculations are at the bidder's own risk.



PRICING SCHEDULE

TOTAL COST OF OWNERSHIP BREAKDOWN			
ITEM DESCRIPTION	Quantity	Unit Cost Exc VAT	TOTAL PRICE (6 months)
Skills transfer to one (1) SAQA ICT staff member	One (1)	R	R
Providing support and maintenance for 6 Months	6 months	R	R
Sub Total			R
VAT			R
TOTAL PRICE (VAT AND ALL DISBURSEMENTS INCLUDED FOR SIX (6) MONTHS			R

NB: The bidders must submit a detailed price breakdown on each item they proposed.

