

SOUTH AFRICAN



***CIVIL AVIATION
AUTHORITY***

**Request for central management signature service for
a period of three (3) years**

REF: RFP/ZD/CENTRALMNGMENTSIGNATURE/COMMS/334/2023-2024

1. INTRODUCTION

The South African Civil Aviation Authority (SACAA) is an agency of the Department of Transport (DoT), established in terms of the Civil Aviation Act, 2009 (Act No.13 of 2009), which came into effect on 31 March 2010. The Civil Aviation Act provides for the establishment of a stand-alone authority, mandated with controlling, promoting, regulating, supporting, developing, enforcing, and continuously improving levels of safety and security throughout the civil aviation industry.

The SACAA's mandate is to administer civil aviation safety and security oversight in the Republic of South Africa, in line with Civil Aviation Authority Act (the Act), and in accordance with the Standards and Recommended Practices (SARPs) prescribed by the ICAO.

The above is achieved by complying with the SARPs of the ICAO, whilst considering the local context.

The SACAA, as prescribed by the Civil Aviation Act as well as the Public Finance Management Act (PFMA), 1999 (Act No.1 of 1999) is a Schedule 3A public entity.

2. INVITATION TO BID

The purpose of this request for quotation (RFQ) from experienced and accredited service providers to supply and implement the central management signature service for three (3) years.

3. SCOPE OF WORK

SACAA is seeking proposals from suitable, qualified, experienced, and accredited service providers to supply and implement central management signature service for three (3) years. The Scope Service is outlined below:

1	Central management signature service should allow the designing and editing of email signatures for the entire organisation.
2	The service should support virtually all email clients and devices and ensure that the signature layout design cannot be changed by end users.
3	The service should integrate with Microsoft Active Directory.
4	The Service must have the following features

	(a) Logos, banners and social media buttons in signatures, (b) Signatures visible while composing an email, (c) Graphics embedded in email, (d) Signatures in replies and forwards, (e) Client-side signatures for MS Outlook and OWA, (f) Email signatures for marketing and tracking, (g) Easy-to-use HTML editor, (h) Central management of autoresponders and out-of-office statuses.
5	Number of users (600)
6	Price for 100 hours of support needed as an Adhoc service for the next 36 Months post-implementation.
7	Price for the Implementation of the proposed solution
8	Training

4. EVALUATION CRITERIA

Bidders will be evaluated in accordance with the Supply Chain Management Policies as well as the Preferential Procurement Policy Framework, 2000 (Act No. 5 of 2000) and the Preferential Procurement Regulations of 2022.

4.1 PHASE 1 – SUPPLY CHAIN MANAGEMENT (SCM) ADMINISTRATIVE MANDATORY COMPLIANCE REQUIREMENTS

Bids received will be verified for completeness and correctness. The SACAA reserves the right to accept or reject a bid based on the completeness and correctness of the documentation and information provided. The set of bid documents must be completed and submitted. **(SACAA reserve the right to request information/additional documents if there are any missing from the bidder(s) submission).**

Bidders are to ensure that they submit the following documentation / information with their bid.

Document	Comments	Compulsory requirement
Proof of registration on the Central Supplier Database (CSD) of National Treasury	Prospective bidders must be registered on the Central Supplier Database (CSD) prior to submitting bids. Please indicate / supply the supplier number.	Yes
SBD 4 (Bidders Disclosure)	Completed and signed	Yes
Certified Partner	Provide a letter of partnership accreditation	Yes

4.2 Phase 2- TECHNICAL AND/ OR FUNCTIONALITY EVALUATION

Assessment of Technical / Functional evaluation of the bid will be done in terms of the criteria as stated in the table below. Bidders should take note of the Criterion, Weighting & Scoring when responding to this bid.

TABLE 1: FUNCTIONALITY EVALUATION

SUB-CRITERIA	DESCRIPTION	POINTS	
		MIN	MAX
References	Provide dated and signed letters of reference on company letterhead, including the contact person and contact details (telephone number or email address). Reference should be for similar nature of services provided or type of service implemented with a corporate client.	20	30
	• Five (5) Reference Letters provided with contacts indicating the provision of Central Management Signature Service and Support and Maintenance for a combined total of five (5) years or more – 30 points • Three (3) – Four (4) Reference Letters provided with contacts indicating the provision of Central Management Signature Service and Support and Maintenance and Support and Maintenance for a combined total of five (5) years or more – 20 points		

SUB-CRITERIA	DESCRIPTION	POINTS	
		MIN	MAX
	One (1) – two (3) Reference Letters provided with contacts indicating the provision of Central Management Signature Service and Support and Maintenance and Support and Maintenance for a combined total of five (5) years or more – 0 points		
Central Management Signature Service	The service provider should demonstrate a high-level summary of the approach that will be used: Bidder must submit a detailed approach and methodology addressing full scope, including reporting. Quality Assurance and use of technology: - Planning – 5 points - Execution – 10 points - Reporting – 5 points - Quality Assurance Improvement – 10 points - Use of technology – 10 points	30	40
Experience	Previous experience of the Project lead in Central Management Signature Service Implementation. Submit the curriculum vitae of the Project lead to be assigned to this project (experience in implementation, qualification) - Five (5) years' experience or more – 30 points - Three (3) to four (4) years' experience – 20 points - One (1) to two (2) years' experience – 10 points - Less than one (1) year experience – 0 points	10	30
TOTAL POINTS FOR TECHNICAL EVALUATION		60	100

Bidders who score 60 or more points out of 100 on 'functionality' will be considered for the next evaluation phase. Any bidder scoring less than 60 points will not proceed to the next phase.

4.2 PHASE 3 – B-BBEE AND SPECIFIC GOALS EVALUATION

Bidders who comply with the requirements of this bid will be evaluated according to the preference point scoring system as determined in the Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, (Act No 5 of 2000).

For this bid 80 points will be allocated for Price and 20 points for Specific Goal.

4.2.1 This tender will be evaluated using the 80/20 preferential point system. The following PPPFA formula will be used to evaluate price:

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

P_s = Points scored for price of the bid under consideration.

P_t = Rand value of bid under consideration.

$P_{\min}$ = Rand value of lowest acceptable bid.

Only bidders that have achieved the minimum qualifying points on functionality will be evaluated further in accordance with the 80/20 preference point system as follows:

Points for this bid shall be awarded for:

- (a) Price; and
- (b) Specific Goal.

The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOAL	20
Total points for Price and SPECIFIC GOAL	100

POINTS AWARDED FOR A SPECIFIC GOAL

In terms of the Preferential Procurement Regulations 2022, points will be awarded for specific goal in accordance with the table below:

SPECIFIC GOALS	Number of points
100% Black ownership	20
51% Black ownership	10
50 - 30% Black ownership	5
0% Black ownership	0

5. NON-COMPULSORY BRIEFING SESSION

There will be no briefing session and any service provider that may seek further clarity can send their queries to duman@caa.co.za to seek any clarity on the tender document. All requests must be submitted through email.

6. SUBMISSION OF BID DOCUMENT

The bid submission requires a three (3) envelope system as per Section 4 of the evaluation criteria.

6.1 Envelope 1

- All mandatory documents on Phase 1.

6.2 Envelope 2

- Technical/ Functionality Evaluation documents, as per Phase 2 above.

6.3 Envelope 3

- The pricing schedule shall be submitted on a separate envelope from the technical proposal for ease of evaluation, as these will be evaluated separately (1 original and 1 copy). Bidders are required to provide a detailed price schedule breakdown.
7. Bidders are required to well package their bid documents, as SACAA will not be held responsible for any loss of documents whatsoever.
 8. Bid documents shall be submitted in envelope system and/or package clearly marked:

All bid submissions should be deposited into a tender box at SACAA offices, Building 16, Treur Close, Waterfall Office Park, Bekker Street, Midrand by Friday, 10 November 2023, 11h00.