

## BID DOCUMENT

|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BID NUMBER:               | FIC/RFB/ICT PANEL/02/2024/25                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| CLOSING DATE FOR THE BID: | 26 JULY 2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| CLOSINGTIME FOR THE BID:  | 11:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| DESCRIPTION FOR THE BID:  | THE FINANCIAL INTELLIGENCE CENTRE REQUESTS PROPOSALS FROM PROSPECTIVE SERVICE PROVIDERS FOR PROFESSIONAL SERVICES FOR PROJECT MANAGEMENT, ENTERPRISE ARCHITECTURE AND INFORMATION AND COMMUNICATIONS TECHNOLOGY RESOURCES.                                                                                                                                                                                                                                                                                                                                                |
| SUBMITTING BIDS:          | <p>One (1) original and an electronic copy (<i>preferably on memory stick</i>) of the RFB document must be handed in / delivered to:</p> <p><b>TENDER BOX</b><br/><b>FINANCIAL INTELLIGENCE CENTRE</b><br/><b>BYLSBRIDGE OFFICE PARK</b><br/><b>CNR JEAN AVENUE &amp;</b><br/><b>OLIVENHOUTBOSCH (13 CANDELA</b><br/><b>STREET, HIGHVELD EXT 73 CENTURION)</b><br/><b>HIGHVELD</b><br/><b>CENTURION</b></p> <p>Bidders are required to present their identity documents and/or valid driver's license at the main gate in order to gain entry within the FIC offices.</p> |

**CSD NUMBER**

.....

## **DOCUMENTS IN THIS BID DOCUMENT PACK**

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GLOSSARY OF TERMS

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## GLOSSARY OF TERMS

| Term  | Description                                                       |
|-------|-------------------------------------------------------------------|
| FIC   | Financial Intelligence Centre                                     |
| FICA  | Financial Intelligence Centre Act                                 |
| PMBOK | Project Management Body of Knowledge                              |
| TOR   | Terms of Reference                                                |
| ICT   | Information and Communications Technology, also referred to as IT |
| PMO   | Project Management Office                                         |
| EA    | Enterprise Architecture                                           |

## PART A: SBD 1 INVITATION TO BID

| YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE FINANCIAL INTELLIGENCE CENTRE                                                                                                                                 |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|---------------|-------|
| BID NUMBER:                                                                                                                                                                                                         | FIC/RFB/ICT PANEL/02/2024/25                                                                                                                                                                                   | CLOSING DATE:                                                            | 26 JULY 2024                                                                                         | CLOSING TIME: | 11:00 |
| DESCRIPTION                                                                                                                                                                                                         | THE FINANCIAL INTELLIGENCE CENTRE REQUESTS PROPOSALS FROM SERVICE PROVIDERS FOR PROFESSIONAL SERVICES FOR PROJECT MANAGEMENT, ENTERPRISE ARCHITECTURE AND INFORMATION AND COMMUNICATIONS TECHNOLOGY RESOURCES. |                                                                          |                                                                                                      |               |       |
| BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT                                                                                                                                                  |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |
| RECEPTION, FINANCIAL INTELLIGENCE CENTRE                                                                                                                                                                            |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |
| BYLS BRIDGE OFFICE PARK, CNR JEAN AVENUE & OLIEVENHOUTBOSCH (13 CANDELA STREET, HIGVELD EXT 73 CENTURION)                                                                                                           |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |
| HIGHVELD EXT 73                                                                                                                                                                                                     |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |
| CENTURION                                                                                                                                                                                                           |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |
| BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO                                                                                                                                                                      |                                                                                                                                                                                                                |                                                                          | TECHNICAL ENQUIRIES MAY BE DIRECTED TO:                                                              |               |       |
| CONTACT PERSON                                                                                                                                                                                                      | Keneilwe Masemene                                                                                                                                                                                              | CONTACT PERSON                                                           | Keneilwe Masemene                                                                                    |               |       |
| TELEPHONE NUMBER                                                                                                                                                                                                    | 012 641 6145                                                                                                                                                                                                   | TELEPHONE NUMBER                                                         | 012 641 6145                                                                                         |               |       |
| FACSIMILE NUMBER                                                                                                                                                                                                    | N/A                                                                                                                                                                                                            | FACSIMILE NUMBER                                                         | N/A                                                                                                  |               |       |
| E-MAIL ADDRESS                                                                                                                                                                                                      | <a href="mailto:Keneilwe.masemene@fic.gov.za">Keneilwe.masemene@fic.gov.za</a>                                                                                                                                 | E-MAIL ADDRESS                                                           | <a href="mailto:Tenders@fic.gov.za">Tenders@fic.gov.za</a>                                           |               |       |
| SUPPLIER INFORMATION                                                                                                                                                                                                |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |
| NAME OF BIDDER                                                                                                                                                                                                      |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |
| POSTAL ADDRESS                                                                                                                                                                                                      |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |
| STREET ADDRESS                                                                                                                                                                                                      |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |
| TELEPHONE NUMBER                                                                                                                                                                                                    | CODE                                                                                                                                                                                                           |                                                                          | NUMBER                                                                                               |               |       |
| CELLPHONE NUMBER                                                                                                                                                                                                    |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |
| FACSIMILE NUMBER                                                                                                                                                                                                    | CODE                                                                                                                                                                                                           |                                                                          | NUMBER                                                                                               |               |       |
| E-MAIL ADDRESS                                                                                                                                                                                                      |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |
| VAT REGISTRATION NUMBER                                                                                                                                                                                             |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |
| SUPPLIER COMPLIANCE STATUS                                                                                                                                                                                          | TAX COMPLIANCE SYSTEM PIN:                                                                                                                                                                                     |                                                                          | CENTRAL SUPPLIER DATABASE No:                                                                        | MAAA          |       |
| B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE                                                                                                                                                                        | TICK APPLICABLE BOX]<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                               | B-BBEE STATUS LEVEL SWORN AFFIDAVIT                                      | TICK APPLICABLE BOX]<br><input type="checkbox"/> Yes <input type="checkbox"/> No                     |               |       |
| [A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]                                                          |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |
| ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?                                                                                                                       | <input type="checkbox"/> Yes <input type="checkbox"/> No<br>[IF YES ENCLOSE PROOF]                                                                                                                             | ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED? | <input type="checkbox"/> Yes <input type="checkbox"/> No<br>[IF YES, ANSWER THE QUESTIONNAIRE BELOW] |               |       |
| QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS                                                                                                                                                                          |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |
| IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?                                                                                                                                                     |                                                                                                                                                                                                                |                                                                          | <input type="checkbox"/> YES <input type="checkbox"/> NO                                             |               |       |
| DOES THE ENTITY HAVE A BRANCH IN THE RSA?                                                                                                                                                                           |                                                                                                                                                                                                                |                                                                          | <input type="checkbox"/> YES <input type="checkbox"/> NO                                             |               |       |
| DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?                                                                                                                                                          |                                                                                                                                                                                                                |                                                                          | <input type="checkbox"/> YES <input type="checkbox"/> NO                                             |               |       |
| DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?                                                                                                                                                               |                                                                                                                                                                                                                |                                                                          | <input type="checkbox"/> YES <input type="checkbox"/> NO                                             |               |       |
| IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?                                                                                                                                                           |                                                                                                                                                                                                                |                                                                          | <input type="checkbox"/> YES <input type="checkbox"/> NO                                             |               |       |
| IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW. |                                                                                                                                                                                                                |                                                                          |                                                                                                      |               |       |

## PART B: TERMS AND CONDITIONS FOR BIDDING

### 1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED - (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD 7).**

### 2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE [WWW.SARS.GOV.ZA](http://WWW.SARS.GOV.ZA).
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

**NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.**

SIGNATURE OF BIDDER: .....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

.....

(Proof of authority must be submitted e.g. company resolution)

DATE: .....

## **PART C: SPECIAL CONDITIONS OF CONTRACT**

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

The General Conditions of Contract (GCC) will form part of this BID documents and may not be amended.

Special Conditions of Contract (SCC) relevant to this BID, compiled separately for this BID (if applicable) will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

Copies of the GCC are available from the website

<https://www.treasury.gov.za/divisions/ocpo/sc/generalconditions/general%20conditions%20of%20contract.pdf>

### **SPECIAL CONDITIONS THAT THE BIDDER NEEDS TO TAKE NOTE OF:**

#### **1 FRAUD AND CORRUPTION**

- 1.1 All service providers are to take note of the implications of contravening the Prevention and Combating of Corrupt Activities Act, Act No 12 of 2004 and any other Act applicable.

#### **2 NEGOTIATION**

- 2.1 The Financial Intelligence Centre has the right to enter into negotiation with a prospective contractor regarding any terms and conditions, including price(s), of a proposed contract.
- 2.2 The Financial Intelligence Centre shall not be obliged to accept the lowest of any bid, offer or proposal in part or in whole.
- 2.3 All respondents will be informed whether they have been successful or not. A contract will only be deemed to be concluded when reduced to writing in a contract form signed by the designated responsible person of both parties. The designated responsible person of the Financial Intelligence Centre is the Supply Chain Manager or his/her written authorised delegate.

### **3 REASONS FOR REJECTION**

- 3.1 The Financial Intelligence Centre shall reject a proposal for the award of a contract if the recommended bidder/tenderer has committed a proven corrupt or fraudulent act in competing for the particular contract.
- 3.2 The Financial Intelligence Centre may disregard the BID of any bidder/tenderer if that bidder/tenderer, or any of its directors:
  - 3.2.1 Have abused the SCM system of the Financial Intelligence Centre.
  - 3.2.2 Have committed proven fraud or any other improper conduct in relation to such a contract.
  - 3.2.3 Have failed to perform on any previous contract and the proof exists.
- 3.3 Such actions shall be communicated to the National Treasury.

### **4 PAYMENTS**

The Financial Intelligence Centre (FIC) will pay the service provider the Fee as set out in the final contract. No additional amounts will be payable by the FIC to the Contractor.

- 4.1 The Contractor shall from time to time during the currency of the contract invoice The Financial Intelligence Centre for the services rendered. No payment will be made to the contractor unless an invoice complying with section 20 of the VAT Act No 89 of 1991 has been submitted to the FIC.
- 4.2 Payment shall be made into the bidder/tenderer's bank account normally 30 days after receipt of an acceptable, valid invoice. (Banking details must be submitted as soon as this BID is awarded).
- 4.3 The service provider shall be responsible for accounting to the appropriate authorities for its Income Tax, VAT or other amounts of money required to be paid in terms of applicable law.

### **5 PRESENTATION / DEMONSTRATION**

The FIC reserves the right to request site visit/presentations/demonstrations from the short-listed bidder/tenderers if needed.

## **PART D: TERMS OF REFERENCE/MINIMUM SPECIFICATION FOR THE WORK**

### **1. BACKGROUND TO THE FIC**

- 1.1. The Financial Intelligence Centre (FIC) was established in 2003, through the promulgation of the Financial Intelligence Centre Act, No. 38 of 2001 (FIC Act) as amended, with the purpose of inter alia identifying the proceeds of unlawful activities and combating money laundering and financing of terrorism.
- 1.2. The FIC is South Africa's national financial intelligence unit tasked to provide financial intelligence to relevant stakeholders including law enforcement agencies, intelligence agencies and the South African Revenue Service. Furthermore, the FIC Act introduces a regulatory framework which requires certain categories of business to register with the FIC, take steps regarding client identification, keep records, appoint a compliance officer, provide relevant training, have internal rules and submit various types of intelligence reports to the FIC.
- 1.3. The FIC is a member of the international AML/CFT (Anti Money Laundering and Counter Financing of Terrorism) standard-setting body, the Financial Action Task Force (FATF). At regional level, the FIC is a member of the Eastern and Southern Africa Anti-money Laundering Group (ESAAMLG). The FIC is also South Africa's representative on the Egmont Group - an organisation of more than 150 Financial Intelligence Units (FIUs) which provides a platform for the secure exchange of expertise and financial intelligence to combat money laundering and terrorist financing.

### **2. BACKGROUND TO THE REQUIREMENT**

- 2.1. The purpose of this TOR is to establish a panel of professional prospective service providers capable of supporting the FIC's PMO, ICT and EA functions for period of three (3) years.
- 2.2. The intention is to create a panel of short-listed prospective service providers to meet the ongoing needs of the FIC in compliance with the bid evaluation criteria. The prospective service providers must therefore propose individuals and advisory services competent in the areas of services required by the FIC as indicated in the TOR. It is imperative that bidders offer key personnel and/or services as experts in their fields that have appropriate qualifications, skills and experience at market related hourly rates in order to complement the FIC in the delivery of critical projects in the FIC.

- 2.3. The expected outcome of this process is to have a panel, with a list of prospective service providers that the FIC can use to source required skill and/or services to deliver on identified critical IT projects for the FIC.
- 2.4. A Non-Disclosure Agreement and Oath of Secrecy is to be signed by the representative of the prospective service provider and identified individuals, respectively. In addition, individuals to perform the required services should be willing to have a Security Clearance done by the State Security Agency or must be willing to undergo Security Clearance.

### **3. BENEFIT OF THE ASSIGNMENT**

The appointment of a panel of prospective service providers will result in:

- 3.1. A number of prospective service providers who specialise in specific functional areas being selected, with a wider focused database of candidates who are likely to be suitable for vacant positions.
- 3.2. Partnership being established with the appointed panel of prospective services providers, which will result in improved service with regards to time and quality.
- 3.3. Better understanding, by the prospective service providers, of the FIC environment and dynamics, thus enabling them to attract and recruit the right calibre of candidates.
- 3.4. A shortened recruitment turnaround time.

### **4. OVERVIEW OF CONTENT**

The following functions exist within the FIC to execute the implementation of the business and ICT capability value chain:

#### **4.1. FIC Project Management Office**

The FIC PMO has a customised Project Portfolio Management Methodology (FICPPM) and a Project Management Methodology for (FICPMM). Both methodologies based on the Project Management Body of Knowledge (PMBOK). The PMO is responsible for managing of and execution of the FIC portfolio of strategic projects.

#### **4.2. FIC ICT Office**

The FIC ICT Office is the custodian of the FIC's ICT solutions, this includes providing a technology platform and operational support services based on ITIL framework. In addition to the above, the FIC ICT also offers other services such as, software development and security to support the FIC's mandate.

The FIC ICT office has executed projects on a number of methodologies or frameworks based on the nature of the project and the business imperatives, such methodologies include agile, iterative and waterfall. The recommended methodology for the FIC is hybrid delivery consisting of waterfall and agile, however all the other methodologies are considered during planning and the methodology best fit for the project is agreed upon and approved.

#### 4.3. FIC EA Office

The FIC's EA function is responsible for the following:

- Bridging of the business strategy & technology implementation gap.
- Introducing pertinent, relevant and innovative technology solutions into the FIC.
- Increasing flexibility and reuse of architecture assets to support delivery of the business strategy.
- Reducing the risk associated with technology investments.
- Improving the return on investment on existing technology investments and reducing the risk associated with future investments.

#### 4.4. PRODUCTIVITY TOOLS

The table below list the tools being utilised by the FIC.

| Product                                             | Purpose                                                 |
|-----------------------------------------------------|---------------------------------------------------------|
| Microsoft Office SharePoint Server 2016 (MOSS)*     | Collaboration platform also used as project repository. |
| Microsoft Visual Studio                             | Source-code development tool.                           |
| Microsoft Office 2016                               | Document creation                                       |
| Microsoft Team Foundation Server 2017               | Source code repository                                  |
| Microsoft Enterprise Project Management Server 2016 | Project management and repository.                      |
| HP Quality Centre                                   | Functional testing and defect management                |
| Case wise                                           | Enterprise Architecture repository                      |
| Azure Synapse Analytics                             | Data Insights in warehouse and big data                 |
| Azure Databricks                                    | Data lake pipeline management                           |
| Power BI                                            | Business Intelligence                                   |
| Microsoft SQL Database Server                       | Database Management                                     |
| Azure platform                                      | Form Recognizer and various APIs                        |

## 5. SCOPE OF WORK

The FIC invites prospective service providers of professional resources with requisite experience and skills in one or more categories listed below:

- Enterprise Architecture services;
- Project Management services;
- Business Analysis services;
- Systems Analysis and Design services;
- Software development services;
- Software testing services;
- Change Management services;
- Data analytics/business intelligence services.
- Technology Modernisation advisory services
- Data Management Services

The key personnel nominated by the bidder must meet the following qualifications ,skills and experience requirements:

Note: The panel of prospective service providers appointed per functional area will be expected to source and provide suitable candidates for the functional areas they are appointed for, over a period of 36 months.

### 5.1. Project Managers

The following are the required qualifications, skills set and experience of the Project Manager:

- *Minimum Technical Skills*
  - Minimum six years of enterprise information systems development projects experience
  - Minimum six years of practical IT project management experience
  - Minimum five years of demonstrated management/supervisory experience in systems development/integration
- *Qualifications*
  - Relevant three year degree or relevant diploma; and
  - Certification in project management.
  - Project Management Professional preferred.

## 5.2. Project Administrators

The following are the required skill set and experience of the Project Administrator:

- *Minimum Technical Skills*
  - Minimum three years of working on enterprise information systems development projects experience
  - Minimum three years of practical project administration experience
  - Competency in Microsoft Project, Microsoft Office (Excel, Microsoft Word, PowerPoint, Outlook; etc.).
- *Qualifications*
  - Diploma in Project Management or Administration or equivalent

## 5.3. Business Analysts

The following are the required skill set and experience of the Business Analyst:

- *Minimum Technical Skills*
  - Minimum six years practical track record experience in any of the following successfully demonstrated skills in IT systems development projects:
    - ❖ Business Analysis
    - ❖ Business Process Management
  - Minimum of five years in practices, methods and techniques of business analysis and process modelling experience.
  - Proficiency in MS Office applications, including Visio
  - Minimum five years in workshop facilitation, interviewing and report writing
- *Qualifications*
  - A relevant university degree or national diploma; and
  - Qualification in business analysis or business process management

## 5.4. Change Management Analyst

The following are the required skill set and experience of the Change Management Analyst:

- *Minimum Technical Skills*
  - Minimum three years as a change management practitioner
  - Minimum two years in managing change champion network experience
  - Minimum one year in delivering training programs
  - Practical experience in structured change management methodology
  - Exposure to various change management methodologies or frameworks
  - Experience in Benefits Realization Management
- *Qualifications*
  - Human Resources or Social Science or relevant national Diploma

#### 5.5. Change Management Specialist

The following are the required skill set and experience of the Change Management Specialist:

- *Minimum Technical Skills*
  - Minimum five years in change management in large or enterprise IT projects experience
  - Knowledge of matching competencies to particular roles in organisation.
  - A solid understanding of how people go through a change and the change process
  - Knowledge of change management principles and methodologies
  - Knowledge of designing training and communication related material for a new information technology tool.
- *Qualifications*
  - Industrial Psychology or Human Resources or relevant degree; and
  - Certification in change management

#### 5.6. Training Specialist-Analyst

The following are the required skill set and experience of the Training Specialist-Analyst:

- *Minimum Technical Skills*
  - Minimum three year experience in IT training
  - Minimum three year experience in developing training and related materials
  - In-depth experience in development of training strategy
  - Practical experience in conducting system and other training using a structured training methodology or framework.
  - Practical experience in structured change management methodology
- *Qualifications*
  - Relevant national Diploma or Degree; and
  - Qualification in IT Learning and Development

#### 5.7. Senior Test Analyst

The following are the required skill set and experience of the Senior Test Analyst:

- *Minimum Technical Skills*
  - Minimum four years' experience in testing software solutions especially in a financial industry
  - Minimum five years' experience as a Manual Test Analyst
  - Knowledge of executing automation scripts
  - Knowledge in Component Integration Testing/ System Testing, System Integration Testing, Regression Testing and User Acceptance Testing
  - Proficiency in MS Excel

- Knowledge and experience with software testing tools, i.e. Quality Centre, Quick Test Professional, Unified Functional Testing
- Knowledge of SQL
- Minimum two years practical work experience on HP Quality Centre test tool.
- *Qualifications*
  - Relevant IT degree / diploma or equivalent
  - ISTQB or ISEB qualification would be advantageous

## 5.8. Test Analyst

The following are the required skill set and experience of the Test Analyst:

- *Minimum Technical Skills*
  - Minimum three years' experience in testing software solutions especially in a financial industry
  - Minimum four years' experience as a Manual Test Analyst
  - Minimum two years' experience in executing automation scripts
  - Experience in using test tools - Quality Centre, Unified Functional Testing, and Quick Test Professional.
  - Application of test techniques
  - Knowledge of test processes
  - Knowledge of test types (Component Integration Testing/ System Testing, System Integration Testing, Regression Testing, User Acceptance Testing)
  - Ability to communicate efficiently and effectively at all levels of organisation
- *Qualifications*
  - Relevant IT degree / diploma or equivalent
  - ISTQB or ISEB qualification would be advantageous

## 5.9. Performance Tester

The following are the required skill set and experience of the Performance Tester:

- *Minimum Technical Skills*
  - Minimum five years performance testing experience
  - Experience in using Load Runner Test Tool
  - Minimum three years' experience in software test practices, principles and practices
  - Minimum three years' experience in functional testing, non-functional testing processes and methodologies;
  - Good understanding of overall performance engineering concepts.
  - Must have knowledge of TCP/IP LAN, VPN, WAN and Wireless networking environments in Microsoft environment including Firewall, intrusion detection, DNS servers, SSL/H and NAS/SAN.

- *Qualifications*

- BSc or BTech in computer science; and
- Software Testing Certification

#### 5.10. Test Automation Analyst

The following are the required skill set and experience of the Test Automation Analyst:

- *Minimum Technical Skills*

- Minimum four years' experience in testing software solutions especially in a financial industry
- Minimum two years' experience as a Manual Test Analyst
- Minimum four years' experience in a Test Automation role
- Extensive knowledge in developing automation frameworks
- Extensive knowledge in developing re-usable automation test scripts
- Knowledge of manual testing test techniques
- Proficiency in MS Excel
- Knowledge and experience with software test tools, i.e. Quality Centre, Quick Test Professional, Unified Functional Testing
- Knowledge of SQL

- *Qualifications*

- Relevant IT degree/ diploma or equivalent
- ISTQB or ISEB qualification would be advantageous

#### 5.11. Systems Analyst/Designer

The following are the required skill set and experience of the Systems Analyst/Designer:

- *Minimum Technical Skills*

- Minimum seven years' experience in the IT software development environment
- Minimum five years' experience in designing enterprise-wide software solutions
- Experience using modelling tools and BPMN/UML notation
- Minimum five years' experience in object-oriented design patterns
- Minimum five years' experience in the use of different software development methodologies;
- Solid understanding of overall architecture and design patterns
- Solid understanding of SOA implementation principles

- *Qualifications*

- BSc or BTech in computer science or relevant diploma
- TOGAF certification is desirable

#### 5.12. Integration Developer/Specialist

The following are the required skill set and experience of the Integration Developer/Specialist:

- *Minimum Technical Skills*
  - Minimum eight years' experience in the IT software development environment
  - Minimum eight years' experience in integration software development and implementation
  - Solid understanding of SOA principles
  - Minimum eight years' experience in developing enterprise-wide (medium-large) IT solutions
  - Minimum five years' experience in the use of different software development methodologies
  - Solid understanding of overall architecture and design patterns
  - Minimum five years' experience in integration platforms
  - Minimum eight years' experience software development in C#, Asp.Net, SharePoint, Java.
- *Qualifications*
  - BSc or BTech in computer science or relevant diploma

#### 5.13. Application Developer

The following are the required skill set and experience of the Application Developer:

- *Minimum Technical Skills*
  - Minimum six years' experience in the IT software development environment
  - Minimum six years' experience in developing software solutions
  - Minimum six years' experience in developing enterprise-wide (medium-large) IT solutions
  - Minimum five years' experience in software development methodologies
  - Solid understanding of overall design patterns
  - Minimum eight years' experience the use of C#, Asp.Net, SharePoint platforms
- *Qualifications*
  - BSc or BTech in computer science or relevant diploma

#### 5.14. Business Intelligence Developer

The following are the required skill set and experience of the Business Intelligence Developer:

- *Minimum Technical Skills*
  - Minimum eight years' experience in the IT software development environment
  - Minimum eight years' experience in developing large business intelligence solutions
  - Minimum five years' experience with tools such as SAS, PowerBI, MSSQL, SSIS, SSRS, SSAS
  - Solid understanding of Data warehousing concepts
  - Solid understanding of relational databases
  - Knowledge of Big Data, NoSQL database is an advantage
  - Minimum five years' experience in ETL implementations
- *Qualifications*
  - BSc or BTech in computer science or relevant diploma

#### 5.15. Data Scientist/Specialist

The following are the required skill set and experience of the Data Scientist/Specialist:

- *Minimum Technical Skills*
  - Minimum six years' experience in developing complex mathematical models based on business rules
  - Minimum six years' experience in deep learning and machine learning algorithm design, feature engineering, validation, prediction, recommendation, and measurement
  - Solid experience in different data platforms and business intelligence technologies
  - Minimum six years' experience in data visualisation tools, querying and programming languages such as Python, R, etc.
  - Minimum six years' experience in development and interpretation of algorithms under the concept of machine learning and artificial intelligence using the Azure tool stack.
- *Qualifications*
  - Post Graduate Degree in Information Technology
  - Master's degree in Data Science, Advanced Analytics or similar is highly beneficial

#### 5.16. IT Security Test Specialist

The following are the required skill set and experience of the IT Security Test Specialist:

- *Minimum Technical Skills*
  - Minimum ten years' experience in performing penetration tests on all types of software applications, hardware, platforms and networks
  - Minimum ten years' experience in designing and developing penetration test cases
  - Minimum ten years' experience in conducting physical security assessments of servers, systems and network devices
  - Minimum ten years' experience in performing vulnerability tests on web, desktop and platforms.
  - Minimum ten years' experience in developing IT security strategies
  - Experience in employing social engineering to uncover security holes
- *Qualifications*
  - BSc or BTech in computer science or higher; and
  - GPEN, OSCP, eJPT, or eCPPT certification or C-WAST

#### 5.17. Application Architect

The following are the required skill set and experience of the Application Architect:

- *Minimum Technical Skills*
  - Minimum six years' experience in developing application architectural designs
  - Minimum ten years' experience and knowledge of software development, implementation and integration methodologies
  - Minimum six years' experience in inter programme IT Architecture integration across the IT systems landscapes and application portfolios.
  - Minimum ten years' experience with best practices and design patterns when designing distributed systems, systems integrations and microservices.
  - Solid understanding of development of and/or maintenance of enterprise architecture vision, strategy, principles, standards and policies
  - Solid exposure to working in an enterprise architecture repository to create and/or maintain the metamodel, models and views.
  - Provide thought leadership, innovation and best practice.
  - Work collaboratively with other EA team members (domain architects) on the projects to deliver the architecture artefacts and guidance provided from those teams into the programmes and projects.
  - Provide input, on large-scale projects and road maps for compatibility with the vision. Identifying critical architecturally significant concerns and aspects of enterprise-wide systems usage within these strategic projects and their impact on the quality aspects of their designs
  - Review architecture deliverables and artefacts

- *Qualifications*
  - BSc or BTech in computer science or equivalent tertiary qualification; and
  - TOGAF certification

#### 5.18. Infrastructure Architect

The following are the required skill set and experience of the Infrastructure Architect:

- *Minimum Technical Skills*
  - Minimum ten years' experience in developing infrastructure architectural designs
  - Minimum ten years' experience and knowledge of infrastructure development and implementation methodologies
  - Minimum ten-years' experience in IT infrastructure and IT security infrastructure across the IT systems landscapes and application portfolios.
  - Minimum ten years' experience of VMware or other virtual software, including server infrastructure, capacity planning, storage requirements, and networking protocols and productivity tools
  - Provide thought leadership, innovation and best practice
  - Work collaboratively with other EA team members (domain architects) on the projects to deliver the architecture artefacts and guidance provided from those teams into the programmes and projects
  - Analyses system requirements and defines system architecture that will meet business needs, including server infrastructure, capacity planning, storage requirements, and networking protocols.
  - Review architecture deliverables and artefacts
  - Solid exposure to working in an enterprise architecture repository to create and/or maintain the metamodel, models and views.
- *Qualifications*
  - BSc or BTech in computer science or equivalent tertiary qualification; and
  - TOGAF certification

#### 5.19. Data Architect

The following are the required skill set and experience of the Data Architect:

- *Minimum Technical Skills*
  - Minimum six years' experience in developing data architectural designs
  - Minimum six years' experience and knowledge to develop comprehensive strategy, roadmap and implementation plans around Governance, Information Lifecycle, Metadata Management, Master Data, Data Integration, Security and associated change management
  - Minimum of six years in working with Enterprise Data Warehouse technologies including Multi-Dimensional Data Modelling, Data Architectures or other work related to the construction of enterprise data assets
  - Solid technical experience in one or more of the following areas: Database architecture, Big Data, Machine Learning, Business Intelligence, Data Governance, No-SQL databases, Advanced Analytics, AI, Data Mining, ETL
  - Sound understanding of cloud architectures and components with a focus on Azure.
  - Solid exposure to working in an enterprise architecture repository to create and/or maintain the metamodel, models and views.
  - Understanding of the technical knowledge areas within the Data Management Framework. Provide thought leadership, innovation and best practice
  - Work collaboratively with other EA team members (domain architects) on the projects to deliver the architecture artefacts and guidance provided from those teams into the programmes and projects
  - Solid experience in the migration of data from legacy systems to new solutions
  - Review architecture deliverables and artefacts
- *Qualifications*
  - BSc or BTech in computer science or equivalent tertiary qualification; and
  - TOGAF certification

#### 5.20. Business Architect

The following are the required skill set and experience of the Business Architect:

- *Minimum Technical Skills*
  - Minimum ten years' experience in developing business architectural designs
  - Minimum ten years' experience and knowledge of strategy development and analysing strategy and business requirements

- Minimum ten years' experience in developing business capability mappings, value stream analysis, business motivational modelling, quality business cases, impact assessments, feasibility reports and dependency models
- Minimum ten year experience working on the delivery of significant, complex business or technology change within a large or complex business
- Ability to recognise functional interdependencies, to assimilate and correlate disconnected procedures and process, and articulate their collective relevance to the organisation.
- Solid exposure to working in an enterprise architecture repository to create and/or maintain the metamodel, models and views.
- Work collaboratively with other EA team members (domain architects) on the projects to deliver the architecture artefacts and guidance provided from those teams into the programmes and projects
- Review architecture deliverables and artefacts
- *Qualifications*
  - BSc or BTech in computer science or equivalent tertiary qualification; and
  - TOGAF certification

#### 5.21. Solution Architect

The following are the required skill set and experience of the Solution Architect:

- Minimum Technical Skills
  - Minimum ten years' experience in developing solution architectural designs
  - Minimum ten years' experience and knowledge of solution architecture development, implementation and integration methodologies
  - Minimum ten years' experience in inter programme IT Architecture integration across the IT systems landscapes and application portfolios.
  - Minimum ten year experience in defining SOA and Application architecture vision, strategy, principles, standards and policies
  - Ability to recognise functional interdependencies, to assimilate and correlate disconnected procedures and process, and articulate their collective relevance to the organisation.
  - Analyses system requirements and defines system architecture that will meet business needs, including server infrastructure, capacity planning, storage requirements, and networking protocols.

- Solid technical experience in one or more of the following areas: Database architecture, Big Data, Machine Learning, Business Intelligence, Data Governance, No-SQL databases, Advanced Analytics, AI, Data Mining, ETL
- Provide thought leadership, innovation and best practice
- Work collaboratively with other EA team members (domain architects) on the projects to deliver the architecture artefacts and guidance provided from those teams into the programmes and projects
- Sound understanding of cloud architectures and components with a focus on Azure.
- Ability to guide project teams and ensure solutions are developed and deployed in accordance with approved solution architecture. Review architecture deliverables and artefacts.
- Qualifications
  - BSc or BTech in computer science or equivalent tertiary qualification; and
  - TOGAF certification

#### 5.22. Chief Architect/ Enterprise Architect

The following are the required skill set and experience of the Chief Architect/ Enterprise Architect:

- *Minimum Technical Skills*
  - Minimum fifteen years' experience in managing and leading (more than one architecture domain in a single project) large architectural projects
  - Minimum fifteen years' experience in providing leadership role in defining the enterprise/strategic architecture and vision for enterprises, such as, Platform Roadmap, Service Roadmap, and Product selection approval.
  - Solid knowledge in creating architecture for all domains in one or more of the following areas: Database architecture, Big Data, Machine Learning, Business Intelligence, Data Governance, No-SQL databases, Advanced Analytics, AI, Data Mining, ETL
  - Solid knowledge in system requirements and system architecture to meet business needs, including server infrastructure, capacity planning, storage requirements, cloud, virtualisation and networking protocols.
  - Ability to recognise functional interdependencies, to assimilate and correlate disconnected procedures and process, and articulate their collective relevance to the organisation.
  - Review architecture deliverables and artefacts.
- *Qualifications*
  - BSc or BTech in computer science or equivalent tertiary qualification; and
  - TOGAF certification

#### 5.23. Data Management Specialist

The following are the required skill set and experience of the Data Management Specialist

- *Minimum Technical Skills*
  - Minimum five years' experience in assisting organisations to start their journey in data management.
  - Minimum five years' experience in providing leadership role in defining the a data strategy and governance within an organisation
  - Solid knowledge in the implementation of data driven projects for the following areas: Data Quality, Metadata, Reference and Master data Management, Content Management, Data Security.
  - Ability to recognise data interdependencies, to assimilate and correlate disconnected data management procedures and process, and articulate their collective relevance to the organisation.
  - Review data deliverables and artefacts.
- *Qualifications*
  - Bachelor's degree in management information systems or related field required.
  - CDMP Practitioner or upwards certification

#### 5.24. Technology Modernisation Advisory Services

The following technology modernisation advisory services are required during the analysis, design, and implementation of the FIC modernisation programme by reviewing and advise on:

- New technologies for suitability to enable the FIC business model and the adoption approach.
- Solution modernisation architecture definitions and designs, including deployment methods.
- Technical products or tools benchmarking/evaluation done to inform decisions on buy and build.
- Strategic project portfolio and implementation roadmap definition to optimally realise modernisation programme outcomes.
- *Organisations/Companies Minimum Requirements*
  - Minimum ten years' experience in providing technology modernisation advisory services as listed above.
  - Minimum ten years' experience in providing leadership role in defining the enterprise/strategic architecture and vision for enterprises, such as, Platform Roadmap, Service Roadmap, and Product selection approval.

- Solid knowledge in creating solution architecture definitions and designs for all enterprise architecture domains, including: Information architectures, database architecture, Big Data, Machine Learning, Business Intelligence, Data Governance, No-SQL databases, Advanced Analytics, AI, Data Mining, ETL
- Access to technical products or tools benchmarking/evaluation results to enrich the review of suitable products and tools.
- Minimum ten years' experience in providing advice on the definition of the most optimum digital business model for the organisation based on solid knowledge and application of latest and relevant technologies and trends.

## 6. CATEGORIES APPLIED FOR

The prospective service providers are required to complete the below mentioned table for evaluation.

| Category                                         | Applying for category Yes/No | <p>Proof of placements made which are relevant to the category applied for within the past six (6) years provided.</p> <p>(Letters of recommendation from previous and/or current clients should clearly reflect the category that is being applied for. Letters that don't clearly reflect the category will not be considered).</p> <p>Please also indicate the section where the letters for each category can be located in your proposal.</p> |
|--------------------------------------------------|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6.1. Project Managers                            |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.2. Project Administrators                      |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.3. Business Analysts                           |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.4. Change Management Analyst                   |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.5. Change Management Specialist                |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.6. Training Specialist-Analyst                 |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.7. Senior Test Analyst/ Required Skill Set     |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.8. Test Analyst Required Skill Set             |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.9. Performance Tester Required Skill Set       |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.10. Test Automation Analyst Required Skill Set |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.11. Systems Analyst/Designer                   |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.12. Integration Developer/Specialist           |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.13. Application Developer                      |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.14. Business Intelligence Developer            |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.15. Data Scientist/Specialist                  |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.16. IT Security Test Specialist                |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.17. Application Architect                      |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.18. Infrastructure Architect                   |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.19. Data Architect                             |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.20. Business Architect                         |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.21. Solution Architect                         |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.22. Chief Architect/ Enterprise Architect      |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.23. Data Management Specialist                 |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.24. Technology Modernisation Advisory services |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

Should prospective service providers not provide proof (letters of recommendation from previous and/or current clients that should clearly reflect the category that is being applied for) of placements made and/or advisory services which are relevant to the category applied for within the past six (6) years, the bidder will not be considered for the category applied for. Please note, prospective service providers are not limited to the number of categories applied for.

**7. DURATION OF THE CONTRACT**

Thirty six (36) months.

**8. TECHNICAL QUESTIONS**

Any technical questions regarding the above requirement can be forwarded to [tenders@fic.gov.za](mailto:tenders@fic.gov.za).

**9. VALIDITY PERIOD**

- 9.1. Validity period from date of closure is 90 days.
- 9.2. Bidders must hold their tenders valid for acceptance by the FIC at any time within the requested validity period after the closing date of the tender.
- 9.3. Bidders may be requested to extend their validity period for a specified additional period. In such instances, bidders will not be allowed to change any aspect of their tender, unless they are able to demonstrate that the proposed change(s) is as a direct and unavoidable consequence of FIC's extension of the validity period.

## PART E EVALUATION PROCESS

### 1. COMPLIANCE WITH MINIMUM REQUIREMENTS AND RESPONSE REQUIREMENTS

1.1. All bids duly lodged will be examined to determine compliance with quotation requirements and conditions. Bids with obvious deviations from the requirements/ conditions will be eliminated from further adjudication.

#### 1.2 Pre-selection

Supply Chain Management business unit will do **pre-selection** on the following requirements:

| No. | Item                       | Mandatory Requirement                                                                                                                                                                                |
|-----|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.  | Central Supplier Database  | Bidders must be registered on the Central Supplier Database (CSD) that can be accessed via National Treasury Website – <a href="http://www.csd.gov.za">www.csd.gov.za</a> prior to submitting a bid. |
| 2.  | B-BBEE Certificate         | Original or certified copy of a B-BBEE Certificate issued by SANAS Accredited BEE Verification Agencies<br>A sworn affidavit as prescribed by the B-BBEE codes of good practice.                     |
| 3.  | Standard Bidding Documents | Standard Bidding Documents must be completed and signed where required.                                                                                                                              |
| 4.  | Joint Ventures Agreements  | No consideration for Joint Ventures Agreements.                                                                                                                                                      |

#### Note:

- a) A bidder who fails to comply with **mandatory** requirements No. **1, 3 and 4** will be disqualified from the evaluation process.
- b) A bidder who fails to comply with requirement No. **2** will forfeit preference points for B-BBEE.

## 2. FUNCTIONALITY

2.1. All bids that complied with the pre-selection requirements will be evaluated further as follows:

2.1.1 Functionality will be done in terms of the evaluation criteria as set out below, where respondents who do not achieve the minimum score will be eliminated.

2.1.2 Bidders that achieve the minimum threshold of 70% on functionality (per category) will be included on the panel of service providers on a need basis, for a period of 36 months.

2.1.3 The minimum threshold for functionality is 70%. Bidders who fail to meet the minimum threshold will be disqualified and will not be included in the panel.

2.1.4 Table below explains the rating guideline for the evaluation of functionality criteria:

| No.     | Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Weight | Reference Page Proposal |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------|
| 2.1.4.1 | Company experience in placing resources or providing advisory services as per the FIC ICT panel definition indicated on the company profile.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 50     |                         |
| 2.1.4.2 | <p>Prospective service providers must provide written contactable reference letters from previous and/or current clients relating to placements made which are relevant to any category applied for within the past six(6) years. These reference letters should clearly reflect the category/ professional services that are being applied for. Letters that don't clearly reflect the category will not be considered).</p> <p>The reference letters from the clients must include at least the following minimum information for consideration:</p> <ul style="list-style-type: none"><li>➤ Company name</li><li>➤ Company letter head</li><li>➤ Contactable person</li><li>➤ Contactable telephone numbers.</li><li>➤ Signed and dated</li><li>➤ Short description of the professional services and/or resources provided for the specific category applied for</li></ul> <p><i>Please note: Letters of appointment, purchase orders, and emails confirming work done will not be accepted as reference letters.</i></p> | 50     |                         |

**3. Table below explains the rating guideline for the evaluation:**

| No | Criteria                                                                                                                                                                                                                                                          | Points = 0                                                | Points = 1 | Points = 2                             | Points = 3                                                                                                                                                          | Points = 4                                                                                                                                                          | Score = 5                                                                                                                                                                 |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|------------|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | <p>Company experience in placing resources or providing advisory services as per the FIC ICT panel definition indicated on the company profile.</p> <p><b>Weight – 50%</b></p>                                                                                    | Less than 1 year of experience or non-relevant experience | N/A        | N/A                                    | Company has 1-3 years relevant experience in placing resources or providing advisory services as per the FIC ICT panel definition indicated on the company profile. | Company has 4-7 years relevant experience in placing resources or providing advisory services as per the FIC ICT panel definition indicated on the company profile. | Company has 8 or more years relevant experience in placing resources or providing advisory services as per the FIC ICT panel definition indicated on the company profile. |
| 2  | <p>Prospective service providers must provide written contactable reference letters from previous and/or current clients relating to placements made which are relevant to any category applied for within the past six (6) years.</p> <p><b>Weight – 50%</b></p> | No reference letter                                       | N/A        | 1 valid reference letters per category | 2 valid reference letters per category                                                                                                                              | 3 valid reference letters per category                                                                                                                              | 4 or more valid reference letters per category                                                                                                                            |

**4. ADJUDICATION**

The relevant award structure will consider the recommendations and make the final award. Bidders that achieve the minimum threshold of 70% on functionality (per category) will be included on the panel of service providers on a need basis, for a period of 36 months.

## 5. FINANCIAL PROPOSAL/PRICING SCHEDULE

| Category                                         | Applying<br>for<br>category<br>Yes/No | Hourly Rate<br>Year 1<br>Excluding VAT | Hourly Rate<br>Year 1<br>Including VAT | Hourly Rate<br>Year 2<br>Excluding VAT | Hourly Rate<br>Year 2<br>Including VAT | Hourly Rate<br>Year 3<br>Excluding VAT | Hourly Rate<br>Year 3<br>Including VAT |
|--------------------------------------------------|---------------------------------------|----------------------------------------|----------------------------------------|----------------------------------------|----------------------------------------|----------------------------------------|----------------------------------------|
| 5.1. Project Managers                            |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.2. Project Administrators                      |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.3. Business Analysts                           |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.4. Change Management Analyst                   |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.5. Change Management Specialist                |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.6. Training Specialist-Analyst                 |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.7. Senior Test Analyst/ Required Skill Set     |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.8. Test Analyst Required Skill Set             |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.9. Performance Tester Required Skill Set       |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.10. Test Automation Analyst Required Skill Set |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.11. Systems Analyst/Designer                   |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.12. Integration Developer/Specialist           |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.13. Application Developer                      |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.14. Business Intelligence Developer            |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.15. Data Scientist/Specialist                  |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.16. IT Security Test Specialist                |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.17. Application Architect                      |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.18. Infrastructure Architect                   |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.19. Data Architect                             |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.20. Business Architect                         |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.21. Solution Architect                         |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.22. Chief Architect/ Enterprise Architect      |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.23. Data Management Specialist                 |                                       |                                        |                                        |                                        |                                        |                                        |                                        |
| 5.24 Technology Modernisation Advisory Services  |                                       |                                        |                                        |                                        |                                        |                                        |                                        |

- Hourly rate per resource (including VAT)
- A detailed expense / fee document must be included with the proposal including travel expense estimates, and any other fees associated with the service. All work will be conducted at the FIC Offices in Centurion. In the event that official work is necessary outside of the location mentioned, the FIC will reimburse according to the FIC Travel Policy. Prior approval of the intended expense and written proof of the costs incurred are required by the FIC.
- Bidders are required to quote **firm fixed** hourly rates per resource in the **financial proposal/pricing schedule as per the table above** (Note: Bidders are required to include all the adjustments in the hourly rates quoted per resource for year 2 & 3 and to provide the details of the basis for the adjustments, for example consumer price index ,in the detailed expense / fee document that must be included with the proposal)

## 6. GENERAL INFORMATION

- 6.1 Bidders must provide all the information requested in the Terms of Reference and as specified in the Special Conditions.
- 6.2 The FIC reserves the right to invite further bidders to apply to join the panel, during the remaining period of tenure, should, in the opinion of the FIC, the panel needs expanding to include professional service providers with particular skills or experience not requested via this tender or when additional service providers are required in specific stated categories. This would take the format of a formal Panel Refreshment open tender process similar to the current tender process and would take place as and when the need arises but probably at intervals of six months or more during the three year tenure of the panel. Organisations with Professional Service Providers already on the panel would be eligible to bid for providing additional Professional Service Providers only with the requested new skills or experience.
- 6.3 The FIC reserves the right also to accept further bids in the categories requested in this tender, during the remaining period of tenure, should, in the opinion of the FIC, the panel needs more professional service providers in one or more of the stated specific categories. Bidders would need to apply formally using the current bidding documentation and would similarly be evaluated for inclusion on the panel using the criteria as stated previously. This process would take place as and when the need arises. Organisations with Professional Service Providers already on the panel would not be eligible to bid for providing additional similar Professional Service Providers.

## **7. CONTRACT TERMS**

- 7.1 The SA Government's standard General Conditions of contract will apply. The General Conditions of Contract can be found at:  
<http://www.treasury.gov.za/divisions/sf/sc/General%20Conditions%20of%20Contract.pdf>
- 7.2 The bidder is required to specify its level of compliancy against the contract terms specified in this TOR.

## **8. MISCELLANEOUS**

- 8.1 The bidder should include any additional information deemed useful to the FIC in evaluating the proposal.

## **9. EXECUTION**

- 9.1 An authorised representative of the bidder should sign the proposal.

## **10. PANEL ENGAGEMENT MODEL**

### **10.1 APPOINTMENT AND CONTRACTING OF SERVICE PROVIDERS FROM THE PANEL TO WORK ON ASSIGNMENTS AND PROJECTS**

#### **10.1.1 In providing the price proposal, the bidder accepts:**

- the conditions stipulated in this bid document;
- that inclusion onto the panel does not guarantee the potential service provider an appointment within the 3 year period that the panel will be in existence;
- that appointments made will be on a project-to-project basis;
- that the FIC reserves the right to negotiate fees for any particular assignment; and
- that it will be a requirement, before any appointment of a consultant from the panel, that the service provider confirm the commitment (availability and willingness) of the nominated consultant to work on a specific project for the period foreseen and at the level required.

#### **10.1.2 Service providers must advise the FIC immediately should a consultant whose become permanently unavailable to the Service provider. In these circumstances, the service provider may submit to the FIC for approval, a motivation for a replacement consultant of equal or better qualification and experience at the original submitted fee. The FIC would then consider the motivation and advise the Service provider if they accept this replacement onto the Panel.**

#### **10.1.3 Additional contracts and forms will need to be completed on appointment of a consultant from the panel for a project, including.**

#### **10.1.4 A service provision agreement between the FIC and the service provider.**

#### **10.1.5 Valid tax status on CSD.**

## **11. PANEL MANAGEMENT**

- 11.1 When the need arises, the invitations will be done by way of Request for Quotation (RFQ) process. The RFQ document will be compiled for each specific project and will contain the TOR and relevant standard bidding documents. The RFQ will be sent to all accredited panel members for specific category.
- 11.2 The service providers will be selected via a transparent process by the FIC. Selection will usually be from a minimum of three (3) Panel members short-listed by the closeness of their skills and experience to the project requirements as described in the TOR prepared by the FIC. The short-listed panel members would either be asked to submit a proposal related to the TOR or attend a structured interview.
- 11.3 Service providers who meet the requirements of the TOR for a specific project will be evaluated in accordance with the 80/20 preference points system.
- 11.4 The panel of Service Providers is primarily for the FIC to utilise to rapidly provide suitable professional service providers to their projects. The service contracts would be between the FIC and the Organisation providing the service provider or the individual where no organisation exists.
- 11.5 It is the policy of the FIC to limit the re-engagement of panel members for more than three contracts within the tenure of the panel. However, in particular circumstances motivated for by the FIC this policy would not be enforced.

## **12. NON-COMPLIANCE WITH DELIVERY TERMS**

- 12.1 If it becomes known to a panel member that he/she will not be able to deliver any requested services within the delivery period and/or against the quoted price and/or as specified, the FIC must be given immediate written notice to this effect. The FIC reserves the right to implement remedies as provided for in the GCC.
- 12.2 At the end of each project to which a panel member has been assigned the FIC will provide a report on the performance of the service provider organisation and the panel member when requested. Should a service provider organisation or a panel member receive an adverse report than this information will be flagged onto the database and taken into consideration in the selection process for further engagements.

**13. RIGHT TO PROCURE ELSEWHERE & WITH MORE THAN ONE CONTRACTOR**

- 13.1 The FIC reserves the right to procure its requirements elsewhere should the minimum contract specified by the bidder be more than that of the institution's requirements or if services are promptly required and not appropriately available from panel members, or in other cases or urgency.
- 13.2 The FIC reserves the right to arrange contracts with more than one contractor.

**PART F SEE SBD DOCUMENTATION OVERLEAF**

## BIDDER'S DISCLOSURE

### 1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

### 2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

| Full Name | Identity Number | Name of State institution |
|-----------|-----------------|---------------------------|
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |

2.2 Do you, or any person connected with the bidder, have a relationship

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<sup>1</sup> the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....  
 .....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....  
 .....

### **3 DECLARATION**

I, \_\_\_\_\_ the \_\_\_\_\_ undersigned,  
 (name)..... in  
 submitting the accompanying bid, do hereby make the following  
 statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

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<sup>2</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

|           |                |
|-----------|----------------|
| .....     | .....          |
| Signature | Date           |
| .....     | .....          |
| Position  | Name of bidder |

## PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

### 1. GENERAL CONDITIONS

- 1.1 The following preference point system is applicable to invitations to this tender:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included);

1.2 **To be completed by the organ of state**

- a) The applicable preference point system for this tender is the **80/20** preference point system.

- 1.3 Points for this shall be awarded for:

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

- 1.4 The maximum points for this tender are allocated as follows:

|                                                  | POINTS     |
|--------------------------------------------------|------------|
| PRICE                                            | 80         |
| SPECIFIC GOALS                                   | 20         |
| <b>Total points for Price and SPECIFIC GOALS</b> | <b>100</b> |

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

- 1.6 The FIC requires of a tenderer to substantiate any claim in regards to preferences, by submitting their current/valid B-BBEE certificate or a sworn affidavit as prescribed by the B-BBEE codes of good practice.

## 2. DEFINITIONS

- (a) “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) “**Rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) “**The Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

#### 3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80/20 points is allocated for price on the following basis:

**80/20**

$$Ps = 80 \left( 1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

## 4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations 2022, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below that shall be supported by proof / documentation as stated in the conditions of this tender:

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**

***Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)***

| The specific goals allocated points in terms of this tender                          | Number of points allocated (80/20 system)<br>(To be completed by the organ of state) | Number of points claimed (80/20 system)<br>(To be completed by the tenderer) |
|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| The B-BBEE Certificate is used as a measurement instrument for FIC's specific goals: | 20 Maximum                                                                           |                                                                              |
| B-BBEE Status level of contributor: 1                                                | 20                                                                                   |                                                                              |
| B-BBEE Status level of contributor: 2                                                | 18                                                                                   |                                                                              |
| B-BBEE Status level of contributor: 3                                                | 14                                                                                   |                                                                              |
| B-BBEE Status level of contributor: 4                                                | 7                                                                                    |                                                                              |
| B-BBEE Status level of contributor: 5                                                | 4                                                                                    |                                                                              |
| B-BBEE Status level of contributor: 6                                                | 2                                                                                    |                                                                              |
| B-BBEE Status level 7 – 8 and non-compliant contributors                             | 0                                                                                    |                                                                              |

#### **DECLARATION WITH REGARD TO COMPANY/FIRM**

4.2. Name of company/firm.....

4.3. Company registration number: .....

4.4. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.5. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
  - (a) disqualify the person from the tendering process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
  - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
  - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
  - (e) forward the matter for criminal prosecution, if deemed necessary.

|                                    |       |
|------------------------------------|-------|
| .....                              |       |
| <b>SIGNATURE(S) OF TENDERER(S)</b> |       |
| <b>SURNAME AND NAME:</b>           | ..... |
| <b>DATE:</b>                       | ..... |
| <b>ADDRESS:</b>                    | ..... |
|                                    | ..... |
|                                    | ..... |
|                                    | ..... |