Terms of Reference for the Appointment of a service provider to conduct a Pre-Surveillance Audit for ISO 9001:2015 for Agrément South Africa

RFP Number	**ASA 13/02/2022**
Date of issue	**07/03/2022**
Bid Closing date	**21/03/2022 at 12:00 pm**
Submissions	**Dmamaregane@agrement.co.za**

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1. Introduction

Agrément South Africa was established by a Ministerial delegation of Authority in 1969. Since its inception, it has been administered by and housed at the Council for Scientific and Industrial Research (CSIR). The National Department of Public Works and Infrastructure (NDPW&I) has effectively managed the process of creating Agrément South Africa as a juristic person. The Agrément South Africa Bill was tabled before the National Council of Provinces and the National Assembly in Parliament and passed. The Agrément South Africa Act was accented to by the Honourable President of the Republic of South Africa as Act No. 11 of 2015. Agrément South Africa is an independent public entity for the technical assessment and certification of fitness-for-purpose of innovative building and construction products or systems.

As part of improving its process efficiencies as well as customer satisfaction, Agrement South Africa has implemented a Quality Management System (ISO 9001: 2015). On the 15 June 2021, it was certified as compliant with the requirements of ISO 9001:2015, however the system is still at its early stages and continually improving. It is within this context that Agrement South Africa would like to employ a suitable service provider to execute the project as follows:

Project Objective

The objective of the project is to assess Agrement South Africa’s processes, procedures, policies, standard operating procedures, legal and statutory requirements against the requirements of ISO 9001: 2015. This is in preparation to the surveillance audit which is planned for July/August 2022.

Project Details

The project is planned at assessing adequacy of the following processes against the requirements of ISO 9001: 2015

- Corporate Services (Human Resources, Communications and Marketing, Information Technology, Facilities)
- Finance (Financial Management and Supply Chain)
- Office of the CEO (M&E, CEO, QMS, Legal, Board, Secretariat)
- Technical Services (Admin & Technical, Eco Labelling, Assessments, Quality Assurance, Research & Development)

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Project Scope

The scope of the project entails the following:

- An implementation plan with clear timelines
- Gap Assessment and Analysis
- Conducting an Audit
- Identification of Non-Conformances
- Identification of Risks
- Corrective Actions
- Determinants for Continual Improvement
- A detailed report with recommendations

Project Requirements

The service provider should meet the following requirements:

- The Lead Project Manager should be a registered Lead Auditor with SAATCA
- The Lead Auditor should have over 10 years' experience in Implementing Quality Management Systems, Internal Audits, external audits and surveillance audits.
- The audit team should be registered auditors with SAATCA. (a maximum of 2 auditors required)
- Must have implemented or conducted Quality Management Systems audits in public enterprises.
- Knowledge and understanding of innovative construction products would be advantageous.
- A qualification in either of the following:
  - Civil Engineering
  - Building Science
  - Project Management
  - Construction Management
  - Quantity Surveying
  - Or any other recognised qualification in Engineering

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Procurement

Procurements Pre-qualification Criteria

- Company Must be registered on CSD
- Signed and Completed SBD 4 , 6.1 , 8 and 9
- Quote/Price
- BBBEE certificate or sworn affidavit (Copy must be certified and if the BBBEE is not provided you will not be disqualified but you won't get points)
- General Conditions of Contract

There will be a three-stage evaluation process for this RFQ. The initial evaluation will be on pre-qualification, functionality (or quality); thereafter, bidders who score a minimum of **70 points** will be evaluated on Price and BEE, using the 80/20 principle. All relevant documentation and certificates /reference letters should be submitted together with the proposal.

In order to evaluate functionality, the bidder must:

i) submit an implementation plan with clear timelines
ii) submit CVs of key personnel illustrating experience
iii) Submit all certificates and referral letters for all personnel
iv) provide contactable references.

Below is the procedure for the evaluation of responsive bidders:

Pre-qualification and "Functionality" (or Quality) means the measurement according to predetermined norms of a service or commodity designed to be practical and useful, working or operating, taking into account quality, reliability, viability and durability of a service or commodity.

Functionality shall be scored by not less than three evaluators in accordance with the following schedules:

The functionality criteria and maximum score in respect of each of the criteria for a particular service are as follows:

Table A: Functionality/Technical Criteria

The following values will be applicable when evaluating the bid

5=Very good 3= Good 1= Satisfactory 0= Poor

Functionality Criteria	Description of functionality criteria	Maximum number of tender evaluation process
A. Methodology	Submission of a detailed, realistic, and clear execution plan (including but not limited to initiation, execution and post audit processes) with timelines and milestones.	20
B. Staff Experience with ISO 9001 C	Submission of CVs of 3 auditors registered with SAATCA as follows: **(20)** • Lead Auditors (SAATCA) • Auditor (SAATCA) • Auditor (SAATCA) The Lead Auditor should also have either the following Qualifications: (20) • Civil Engineering • Building Science • Construction Management • Project Management • Quantity Surveying • Or any other recognised qualification in Engineering All CV's must be accompanied by certified certificates and contactable references	40
experience	Attachment of referral letters for either implementation of ISO 9001, conducting internal audits, conducting external audits/ surveillance audits as follows:	40
Total evaluation points for quality		100

Pricing must be provided for in the table in Annexure 1.

Based on the firm bidder price provided, the following formula will be used to award points on price evaluation.

$$Ps = 80\left(1 - \frac{Pt - P\min}{P\min}\right)$$ Where

Ps	=	Points scored for price of bid under consideration
Pt	=	Rand value of bid under consideration
Pmin	=	Rand value of lowest acceptable bid

(1) 80 where the financial value inclusive of VAT of one or more responsive tender offers have a value that equals or is less than R50 million.

Table B: The scoring of the methodology will be as follows:

Score	Technical approach and methodology
Poor (score 0)	The technical approach and / or methodology is poor / is unlikely to satisfy project objectives or requirements. The tenderer has misunderstood certain aspects of the scope of work and does not deal with the critical aspects of the project.
Good (score 3)	The approach is specifically tailored to address the specific project objectives and methodology (addressing each milestone) and is sufficiently flexible to accommodate changes that may occur during execution. The quality plan and approach to managing risk etc. is specifically tailored to the critical characteristics of the project.
Very good (score 5)	Besides meeting the "good" rating, the important issues are approached in an innovative and efficient way, indicating that the tenderer has outstanding knowledge of state-of-the-art approaches. The approach paper details ways to improve the project outcomes and the quality of the outputs.

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Table C: The scoring of relevant staff experience of key personnel in the organisation in ISO 9001 Certification will be as follows:

Score	Experience and understanding
Poor (score 0)	No previous experience and understanding of ISO 9001 Certification.
Satisfactory (score 1)	Detailed description of all resources to be deployed on this project – with previous experience and understanding of ISO 9001 Certification, but no built environment qualification and experience
Good (score 3)	Detailed description of all resources to be deployed on this project – with **built environment qualification** and experience
Very good (score 5)	Detailed description of all resources to be deployed on this project – with **built environment and project management** qualification and experience

Table D: The scoring of company experience on referral/reference letter will be as follows:

Score	Experience and understanding
Poor (score 0)	No letter
Satisfactory (Score 1)	2 or below referral/reference letters
Good (score 3)	3 or 4 referral/reference letters
Very Good (Score 5)	5 and above referral/reference letters

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Planning and programming

Planning and implementing programme will be discussed and agreed on with Agrément South Africa once appointment has been confirmed.

Format of the report

The service provider is expected to produce and submit to Agrément South Africa an MS Word and a PDF document in electronic format, as well as three bound hard copies.

Quality management

The service provider is expected to specify the quality control measures that will be put in place.

Format of communications

Electronic mail, face-to-face meetings will be the preferred forms of communication with Agrément South Africa.

Key personnel

- The service provider must submit a schedule of key personnel.
- The service provider must also submit a schedule of contact particulars of key personnel.
- This schedule must be enclosed in the RFQ document.

Management meetings

Management meetings are to be conducted as and when necessary, at Agrément South Africa head office at the CSIR Campus, Meiring Naude Dr, Pretoria. Service providers will be encouraged to call meetings with Agrément South Africa when so required.

Electronic payments and payment certificates

Payments will be made on receipt of and approval of work done through an invoice. The overall budget is not to be exceeded without the prior written approval.

The pricing schedule given in Annexure 1 must be used for budgeting purposes.

14. Use of documents by the employer

The request for quotation document as well as all the supporting returnable documents will be used by Agrément South Africa solely for the purpose of evaluating the RFQ. Agrément South Africa undertakes to treat such documents with strict confidentiality. The produced documents shall remain the property of Agrément South Africa.

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