



**REQUEST FOR PROPOSALS: APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO ESTABLISH PROJECT MANAGEMENT OFFICE SERVICES FOR THE DIGITAL SERVICE PROGRAMME FOR A PERIOD OF THREE (03) YEARS.**

**RFP NO.: NHBRC 10/2022**

**CLOSING DATE: 30 NOVEMBER 2022**

**TIME: 11:00am**

**VIRTUAL NON-COMPULSORY BRIEFING SESSION**

**DATE: 17 NOVEMBER 2022**

**TIME: 11:00am**

**LINK FOR VIRTUAL NON-COMPULSORY BRIEFING SESSION:**

[https://teams.microsoft.com/registration/8seiP-s8Z0uuyQjRhvJqvA,yn3uhQG2gk263d1FjLiHgA,bJhaykWCbE6w5he2yMqBVA,CKTFRXYGqUqhnt6s2raSUg,ryR\\_z8-Ce0SsBlkd3FeIwg,3Lb7mLL1xUaR1Us5EVKxTQ?mode=read&tenantId=3fa2c7f2-3ceb-4b67-aec9-08d186f26abc](https://teams.microsoft.com/registration/8seiP-s8Z0uuyQjRhvJqvA,yn3uhQG2gk263d1FjLiHgA,bJhaykWCbE6w5he2yMqBVA,CKTFRXYGqUqhnt6s2raSUg,ryR_z8-Ce0SsBlkd3FeIwg,3Lb7mLL1xUaR1Us5EVKxTQ?mode=read&tenantId=3fa2c7f2-3ceb-4b67-aec9-08d186f26abc)

**LINK CAN ALSO BE ACCESSED ON THE NHBRC website: [www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)**

# 1 TERMS AND CONDITIONS

**This Request for Proposal (RFP) has been compiled by the NHBRC and it is made available to the Bidders on the following basis.**

**Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out below:**

- 1.1 The Bidder must be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.
- 1.2 The Bidder must ensure that it is tax compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains tax compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services ("SARS") on an annual basis, confirming that it is tax compliant.
- 1.3 The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- 1.4 If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case maybe. No oral amendments by any person will be considered or acknowledged.
- 1.5 The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- 1.6 This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC, and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.7 A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for a period of ninety (90) days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a binding Agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.
- 1.8 The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarize themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- 1.9 Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.

- 1.10 Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.
- 1.11 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- 1.12 Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid, shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to disqualify the relevant Bidder from any further participation in the Bid process. The NHBRC shall be the sole arbiter as to what constitutes a “material change in the control and/or composition of any Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management (“SCM”) in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.
- 1.13 Briefing Session: There will be a virtual non-compulsory briefing session. The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.
- 1.14 Any requirement set out in this RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- 1.15 The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.16 All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal.
- 1.17 The Bid submitted by the bidder shall be considered irregular if they show any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind. However, the NHBRC reserves the right to waive any irregularities and to make award in the best interest of the company.
- 1.18 The NHBRC reserves the right to accept or reject the Proposal.
- 1.19 RFP’s shall be rejected, among other reasons, where Bids are received after the closing date and time as specified in the RFP.
- 1.20 Potential service provider(s) shall be disqualified and their Bids not considered among other reasons, for any of the following specific reasons:
- 1.20.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
  - 1.20.2 The Bid contains irregularities.
- 1.21 The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and

clarification regarding the purpose and scope of the presentation. All expenses must be borne by the bidder.

1.22 All costs associated with the preparation and submission of the Bid is the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.

1.23 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.

1.24 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

## **2 BACKGROUND**

### **2.1 ABOUT THE NHBRC**

The National Home Builders Registration Council (NHBRC) is a regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 ("the Act"). Section 3 of the Act provides that the objects of the NHBRC are to:

- (a) represent the interests of housing consumers by providing warranty protection against defects in new homes;
- (b) regulate the home building industry;
- (c) provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
- (d) establish and to promote ethical and technical standards in the home building industry;
- (e) improve structural quality in the interests of housing consumers and the home building industry;
- (f) promote housing consumer rights and to provide housing consumer information;
- (g) communicate with and to assist home builders to register in terms of this Act;
- (h) assist home builders, through training and inspection, to achieve and to maintain satisfactory technical standards of home building;
- (i) regulate insurers contemplated in section 23 (9) (a); and
- (j) in particular, achieve the stated objects of this section in the subsidy housing sector.

2.2 The Council is furthermore empowered by the Act:

- "to engage in undertakings to promote improved structural quality of homes constructed in the Republic;
- "to engage in undertakings to improve ethical and technical standards in the home building industry;
- "to keep a record of competent persons"; and
- "to generally do all things necessary or expedient to achieve its objects and the objectives of this Act."

2.3 The NHBRC's primary mandate is to manage the risk of structural defects in the home building industry and in so doing, protect the consumer. A prime activity of the NHBRC is to manage its risk exposure in terms of the warranty scheme, in order to ensure that it is not unduly

exposed to claims. The current risk management tools being used by the Council include the Registration of Home Builders, enrolment and inspection of homes, the Home Building Manual which incorporates designs and construction rules, and the appointment of competent persons by the Home Builder to perform certain tasks.

- 2.4 The NHBRC's goal is to ensure capital preservation to ensure it remains financially viable to meet claims as they arise and that no recourse to the Minister of Human Settlements for additional funds is necessary at any time in terms of section 17(3)-(5) of the Act.
- 2.5 The annual actuarial report is required in terms of the Housing Consumers Protection Measures Act, to value the actuarial liabilities of the NHBRC's warranty fund.
- 2.6 The investment strategy should be implemented with due regard to the liabilities of the NHBRC, the nature of the funds in general, Solvency Assessment and Management (SAM) and the low risk tolerance and return requirements of Council

## 2.7 NHBRC OFFICES

The NHBRC is a medium sized organization with a staff compliment of approximately 600 employees. The NHBRC's Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the following areas:

	<b>NHBRC OFFICE LOCATIONS</b>	<b>#</b>	<b>NHBRC OFFICE LOCATIONS</b>
1	Head Office, (Sunninghill)	13	Eastern Cape (East London) - Satellite
2	Gauteng (Sunninghill) – Provincial	14	Western Cape (George) - Satellite
3	Kwa-Zulu Natal(Durban) – Provincial	15	North West (Klerksdorp) - Satellite
4	Western Cape (Cape Town) – Provincial	16	Limpopo (Tzaneen) - Satellite
5	Eastern Cape (Port Elizabeth) – Provincial	17	Limpopo (Modimolle) - Satellite
6	North West (Rustenburg) – Provincial	18	Mpumalanga (Witbank) - Satellite
7	Limpopo (Polokwane) – Provincial	19	Free State (Bethlehem) – Satellite
8	Mpumalanga (Nelspruit) – Provincial	20	North West (Mafikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberly) - Provincial	22	Gauteng (Pretoria) – Satellite
11	Kwa-Zulu Natal (Newcastle) - Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) – Satellite		

### **3 INTRODUCTION**

The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the homebuilding industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organisational scorecard.

#### **VISION**

To be the Champion of the Housing Consumers.

#### **MISSION**

To Protect the Housing Consumers and to Regulate the Homebuilding Environment.

#### **MOTTO**

Assuring Quality Homes.

#### **STRATEGY OF NHBRC**

The strategy of the NHBRC is based on the following pillars:

- To ensure that housing consumers and home builders are educated on their rights and obligations.
- To entrench a culture of compliance through fair and efficient enforcement mechanisms
- To research and introduce innovative products, methods and technologies within the homebuilding industry.
- To maintain a sustainable warranty fund.

### **4 OBJECTIVE**

- 4.1 The NHBRC's business strategy, annual performance plans, operating and sustainability model, divisional strategies, operational plans, policies, procedure, processes and systems cultivate the culture of continuous improvement and operational efficiency.
- 4.2 The introduction of a digital service project management office will assist NHBRC in facilitating the translation of its strategic objectives to manageable actions. This is to ensure alignment of project management activities to its strategy and that all digital service approved projects follow the same project management approach.
- 4.3 The digital service programme has currently a number of approved projects in either planning or implementation phase that will have significant implications in the efficiency levels of the organisation. These projects contribute towards the improvement of customer service and ensuring the organisation's long-term sustainability.

4.4 The following are objectives for the digital service project management office services within NHBRC:

- 4.4.1 It is a central project management office that is staffed with skilled delivery Project Managers providing oversight and leadership services for the programme
- 4.4.2 It exists to provide the project management standards, policies, processes, and methods;
- 4.4.3 It exists to provide oversight and leadership services during the planning and execution of the approved digital service projects within the organization
- 4.4.4 It equips and transfers skills to NHBRC employees; and
- 4.4.5 Promotes leadership

## **5 SCOPE OF WORK**

**5.1 In order to meet the objectives of this project, the scope of work has been divided into six (06) focus areas:**

- 5.1.1 Design , set up and hand over the Project Management Office (PMO) to the NHBRC Digital Service Programme Team
- 5.1.2 Supply and implement a project management tool
- 5.1.3 Implement and configure project document repository
- 5.1.4 Define and conduct a supporting change Management programme
- 5.1.5 Conduct Training on project management office processes, project management tool, change management and agreed on document and storage management tool
- 5.1.6 Setup, operate and maintain project management office scope

**5.2 The successful bidder will be required to establish a project management office within NHBRC for the Digital Service Programme. The implementation is expected to include, but not be limited to:**

- 5.2.1 Understand the current environment of NHBRC
- 5.2.2 Understand in detail the current processes of project management
- 5.2.3 Identification of the project management office needs for the digital service programme
- 5.2.4 Develop and implement the project management office charter

### **5.3 Establish project management office governance structures**

- 5.3.1 Develop and implement project management office organogram based on current and future NHBRC project requirements
- 5.3.2 Design the required methodologies based on best practice, covering scope management, cost management, issue management, risk management, contract management, dependency management, schedule management, procurement management, project planning, quality assurance and change management
- 5.3.3 Design and implement the detailed business processes for the adopted methodology
- 5.3.4 Develop all the required templates to execute all the project management office processes
- 5.3.5 Develop and implement project assurance processes and templates
- 5.3.6 Operationalise the project management office within the organisation including the regional offices

### **5.4 Supply and implement project management tool**

- 5.4.1 The project tool proposed should provide NHBRC with functionality that includes but not limited to the following:
  - 5.4.4.1 Task Management
  - 5.4.4.2 Project Health Management
  - 5.4.4.3 Issue Management
  - 5.4.4.4 Risk Management
  - 5.4.4.5 Resource Management
  - 5.4.4.6 Comments Management
  - 5.4.4.7 Comprehensive reporting and dashboards
  - 5.4.4.8 Contains an embedded project management framework
  - 5.4.4.9 User Account Management and security
  - 5.4.4.10 Configuration management
  - 5.4.4.11 Integration with SAP ERP, Office 365, SAP Solman ,MS Project , MS Teams , MS SharePoint



## **5.5 Electronic project document management**

5.5.1 Implement an electronic project document management system, processes and procedures in conjunction with business requirements.

## **5.6 Scan and store documents**

5.6.1 Document management system should include scanning facilities and store every document either scanned or saved directly from the desktop, email and referenced accordingly. There should be a clear indication of when the document was added, e.g. the date it was added. The SharePoint Solution should be able to route the scanned document to a specified folder.

## **5.7 Provide Workflow**

5.7.1 The document management system should allow for the review and approval of documents. The solution should allow for the configuration of rules based on applicable business processes e.g. confidential documents should be treated as such.

## **5.8 Records Management**

5.8.1 The service provider should conduct a process analysis and recommend a Records Management Process.

## **5.9 Audit Trail**

5.9.1 The document management solution should be able to keep a complete record of who viewed, modified, approved and changed information on the system.

## **5.10 Storage and Retrieval**

5.10.1 The document management solution should have the ability to allow full-text search to quickly find and retrieve information required. In addition it should have feature-rich document management functions such as check-out and check-in, version control and collaboration.

## 5.11 Confidentiality and Security

5.11.1 The document management solution should have the capability to ensure confidentiality and security of all records stored.

## 5.12 System Security and User Access

5.12.1 The document management system should allow the organisation to create and specify role based security and access to the system.

## 5.13 The scope for the document management implementation covers the following:

5.13.1 Conduct needs analysis to define business requirements

5.13.2 Design a rollout plan that caters for NHBRC geographical organisational design

5.13.3 Define workflows to support operational; processes

5.13.4 Design and implement a document library that caters for NHBRC organisational design

5.13.5 Define the access and permissions structure for accessing documents

5.13.6 Conduct training to existing project teams

## 5.14 Define and conduct a supporting Change Management Programme

5.14.1 In order for NHBRC to fully realise the benefits of the project management services , Change Management is required to ease the organisation into a new working environment. Change Management will address the people side of the implementation. It will equip the end-users with skills and expertise to navigate the new project manage to ensure continuity and consistency in the organisation's productivity levels.

5.14.2 The overall objectives of change management implementation for the project management office are as follows:

- Implement a holistic, planned and systematic change management programme and appropriate structures to manage and sustain the change process
- Ensure that changes to processes are accepted by the end-users through on-going assessment, communication, training and support
- Minimise disruption to the organisations during and after the implementation
- Facilitate leadership and employees understanding of the impact and benefits of the changes
- Create awareness, understanding and sustainable buy-in of the implementation by keeping all relevant stakeholders informed and up to date with regular, timely, accurate, relevant and appropriately articulated communication

**5.15 The scope of change management covers the following areas in alignment with the Organisational Change Management**

- 5.15.1 Conduct Change Readiness Assessments
- 5.15.2 Develop a Change management plan
- 5.15.3 Build alignment and Leadership commitment
- 5.15.4 Stakeholder Management;
- 5.15.5 Communication Management
- 5.15.6 Establishment of Change Network;
- 5.15.7 Align PMO and tools to current organisational design;
- 5.15.8 Training and skills transfer to project teams;
- 5.15.9 Change Impact Analysis;
- 5.15.10 Implementation of change Interventions

**5.16 Plan and Conduct Training**

5.16.1 For all the categories listed below, the service provider is expected to demonstrate capacity to:

- Prepare training manuals backed by subject matter experts
- Facilitate and deliver training for delegates for all project teams impacted
- Provide refresher sessions as and when required during the duration of the contract

**5.17 Maintenance and Support**

5.17.1 The service provider is expected to provide maintenance and support services for a period of three (03) years.

**6 DURATION OF THE CONTRACT**

6.1 The duration of the contract shall be performance based for a period of three (03) years.

**7 SERVICE PROVIDER RESPONSIBILITIES**

7.1 As part of the service expectation the following key elements will be required to be addressed:

- NHBRC working hours are from 8h30 to 16h30
- The service provider must avail themselves as and when required by the NHBRC.
- The service provider will be expected to provide high quality work.
- The service provider will be expected to deliver assigned tasks and daily duties as per the agreed time frames.
- Propose other cost-effective methods of project management office services to the NHBRC, including response to queries within a 24hour turnaround time.

- If a need arise for the resource to travel to any NHBRC Offices, other than the Head Office, the NHBRC will arrange the travel and bear the cost.

## **8 ELIMINATION CRITERIA**

8.1 Proposals that do not meet the stipulated conditions of the NHBRC will be eliminated.

## **9 REPORTING**

- 9.1 The report format will be agreed upon between the service provider and NHBRC BMS Department.
- 9.2 The service provider shall provide Status Reports, Steercom Reports, Committee Reports, and ad hoc reports as and when required to management.

## **10 TRACK RECORD**

10.1 A complete list of the five (05) most recent projects that were successfully completed in information technology project management office services or the establishment and support in a digital transformation programme signed off by the accounting officer or his/her delegated is required.

## **11 TECHNICAL DATA TO BE SUBMITTED BY BIDDER**

### **11.1 General Information**

11.1.1 The NHBRC requires the services of interested and competent organisations or companies that are experienced in the provision of information technology project management office services or the establishment and support in a digital transformation programme. The service provider is expected to provide proof of expertise as per the scope of work

### **11.2 Requisites of the Service Provider:**

- Understanding of terms of reference.
- Quality Assurance measures (process and control).
- Methodology/process to successfully deliver the project management office services.
- Detailed Pricing Schedule (Refer to Annexure A for pricing schedule as attached in this document)

**11.3 The successful service provider should meet the following requirements:**

- A demonstrated minimum of at-least 5 years' experience in the management of similar projects.
- Project managers assigned to the project must have extensive experience in the project management office field.
- Reference letters from previous and or current clients confirming that they have successfully implemented projects.
- Capacity (human resources) to provide the required information technology project management office services or the establishment and support in a digital transformation programme (e.g. ability to provide replacement in case where the assigned project manager is not available, especially for a period exceeding two (2) weeks .
- Project managers assigned to NHBRC must have certification(s) in project management .
- The structure and composition of the proposed team, clearly outlining the main role for each individual member of the team. Include CV of the team member which highlight qualifications, areas of experience relevant to the tasks and objectives of the assignment, and the years of experience.
- The proposed team shall not be changed without prior notification of the NHBRC's Management.

**11.4 Documents to be submitted**

11.4.1 During the last five (5) financial years, the service provider must have completed information technology project management office services or the establishment and support in a digital transformation programme.

11.4.2 The bidder must submit a summary of the clients in the format presented below:

Name of Project	Project Description	Project Period: Year Consulting (Start date – End date)	Value of the Assets (incl. VAT)	Client Name and Contact Person	Client Contact Tel No.
<b>Total</b>					

Name of project:

Name of Client:

Client Contact Details

    Contact person:

    Role in Project:

    Contact Tel No:

    Contact Cell:

Project Start Date:

Project Completion Date:

Contract Amount (incl. VAT):

Summary of Project (maximum 200 words).

**Note: Please attach a reference letter from the client indicating successful completion of the project as per the client’s brief.**

- Expertise and experience of key personnel
- The successful service provider will be required to provide the expertise, qualifications and experience to successfully deliver information technology project management office services support in a digital transformation programme
- Suitably qualified and experienced technical personnel must be assigned to this project.

Please complete a summary detail of the main project management in the format shown below:

NO	PROJECTS COMPLETED IN THE LAST FIVE (05) YEARS				
	Full Name	Role in Project	Current Academic Qualifications	Key Area of Specialization	Years of Experience in information project management office services or establishment and support in a digital transformation programme
1.					
2.					
3.					
4.					
5.					

\*Please attach recently (last 3 months) certified copies of valid academic qualifications.

**Note**, in addition please provide the following:

- A CV for each of the project team member highlighting specific and relevant qualifications and experience.
- Key personnel may only be replaced by the personnel with similar expertise over the life of the contract and written permission must be obtained from the NHBRC.

## **12 TECHNICAL AND PRICE EVALUATION CRITERIA**

12.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (03) stages namely:

- Stage 1: Compliance check of Mandatory Requirements;
- Stage 2: Functional Evaluation Criteria
- Stage 3: Price and Preference Points Evaluation



### Stage 1: Compliance check of Mandatory Requirements

DOCUMENTS TO BE SUBMITTED		
No.	Bidders shall take note of the following bid conditions / Mandatory Submissions	Yes/No
1.	Valid B-BBEE Status Level or Copy/Sworn affidavit signed by the Commissioner of Oaths on the DTI template.	
2.	SBD1 Invitation to bid, <b>Must</b> be completed and signed, <b>failure to complete will result in the bidder being disqualified. (Mandatory)</b>	
3.	SBD 3.1 Pricing Schedule (Firm Price) Make it is completed.	
4.	Annexure A: Proposed fee structure (including a detailed costing breakdown of all costs and escalations	
5.	SBD 4 (Bidders Disclosure Form, <b>Must</b> be completed and signed), <b>failure to complete and signing the document will result in the bidder being disqualified. (Mandatory)</b>	
6.	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
7.	SBD 7.2 Contract Form, <b>Must</b> be completed and signed <b>failure to complete will result in the bidder being disqualified. (Mandatory)</b>	
8.	CSD/Central Supplier Database Report	
9.	General Conditions of the contract (GCC).	

### Stage 2: Functionality in terms of the set technical evaluation criteria

Bids must fully comply with all the Mandatory Requirements for the **Stage 1: Compliance check of Mandatory Requirements** in order to qualify for **Stage 2: Functional Evaluation** and those bids which failed to comply with all the requirements of Stage 1 will be invalidated or disqualified from the process.

The Bidders information will be scored according to the following points systems:

The following values and formulae will be applicable when evaluating the bid

**5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance**

**Member score for criteria**

**X Weight per criteria = Total Score per criteria**

**Highest points for criteria**

Item No	Evaluation Criteria	Description	Weight (%)
1.	Company experience in providing Information Technology Project Management Office Services or company experience in project establishment and support in a Digital Transformation Programme	<p>At least five (05) years' experience the company has been providing information technology project management office services or company experience in project establishment and support in a digital transformation programme.</p> <p>Company profile must clearly indicate the number of years in business providing information technology project management office services or company experience in project establishment and Support in a Digital Transformation Programme.</p> <p><b>Please attach list of projects completed.</b></p> <p><b><u>Company Experience</u></b></p> <p>0 experience = 0 Points            1 years' experience = 1 Point            2 years' experience = 2 Points            3 years' experience = 3 Points            4 years' experience = 4 Points            5 years' experience and more = 5 Points</p>	15

2.	<b>Client References</b>	<p>The service provider must provide positive written contactable references indicating track record in information technology project management office services or project establishment and support in a Digital Transformation Programme</p> <p>The reference letter must be in the last five (05) years.</p> <p><b>The reference letters from the clients of a bidder must include:</b></p> <ul style="list-style-type: none"> <li>• <b>Company name</b></li> <li>• <b>Company letterhead</b></li> <li>• <b>Contact person and contact telephone numbers</b></li> <li>• <b>The letter must be signed by a duly authorized person</b></li> </ul> <p><b>Client reference letter</b></p> <p>0 reference letter= 0 Points  1 positive reference letter = 1 Point  2 positive reference letters = 2 Points  3 positive reference letters = 3 Points  4 positive reference letters = 4 Points  5 positive reference letters and more = 5 Points</p>	<b>30</b>
3.	<b>Qualification of team member</b>	<p>Service Provider <b>MUST</b> provide at least one of the following qualifications of team member. <b>Certified copies Must not be older than three (03) months</b></p> <p><b>(A) Team Member should at least meet one of the following qualifications:</b></p> <ul style="list-style-type: none"> <li>• Diploma in Information Technology (NQF Level 6)</li> <li>• Degree in Information Technology (NQF Level 7)</li> <li>• Diploma in Business Management (NQF Level 6)</li> <li>• Degree in Business Management (NQF Level 7)</li> </ul> <p><b>Scoring Allocation</b></p> <p>1. No qualification submitted = 0 Points  2. One of the above listed qualifications submitted = 5 points</p>	<b>25</b>

4.	Certificate and CV	<p>Service Provider MUST provide the following certificate of team member and CV as a proof of experience.</p> <p>Team member Must have a recognized certifications:</p> <ul style="list-style-type: none"> <li>• ACP: Agile Certified Practitioner</li> <li>• Project Management Professional (PMP)</li> <li>• CAPM: Certified Associate in Project Management</li> <li>• CSM: Certified ScrumMaster</li> <li>• CPMP: Certified Project Management Practitioner</li> </ul> <p>Scoring Allocation</p> <p>1. No certification, No CV submitted = 0 Points</p> <p>2. Service provider submitted ALL the above or more of the above certificate and CV = 5 Points</p>	30
<b>TOTAL</b>			<b>100</b>

**NB: Technical assessments' minimal acceptable requirements on functionality is 70 points or greater.**

**TOTAL SCORE = 100**

**After considering the functional criteria, a bidder is considered to have passed Stage 2 (Functional Requirements) if the TOTAL score is equal to, or greater than 70 points**

**Stage 3: Price and Preference Points Evaluation**

Only bids that obtained a minimum qualifying score (**70 points**) for **Stage 2 (Functional Requirements)** will be evaluated further.

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2017 and bids will be adjudicated in terms of a (80/20) preference point system in terms of which points are awarded to bidders on the basis of:

**80/20 Preference point system (for acquisition of services, works or goods with a Rand value not more than R 50 million) (all applicable taxes included)**

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

Where;

$P_s$  = Points scored for comparative price of bid or offer under consideration

$P_t$  = Comparative price of bid or offer under consideration

$P_{min}$  = Comparative price of lowest acceptable bid or offer.

The points scored will be rounded off to the nearest two decimal places.

The points will be awarded to a Bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

<b>BBBEE Level</b>	<b>80/20</b>
Level 1	20
Level 2	18
Level 3	14
Level 4	12
Level 5	8
Level 6	6
Level 7	4
Level 8	2
Non-Compliant Contributor	0

*The points scored for price will be added to the points scored for B-BBEE status level to obtain the Bidders total points scored out of 100 points.*

### **13 RFP SUBMISSION INSTRUCTIONS**

13.1 All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG**

### **14 AVAILABILITY OF THE RFP DOCUMENT**

14.1 Bid documents can be downloaded on the NHBRC Website ([www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)) from **the 09 November 2022**

14.2 There will be a **virtual non- compulsory briefing session** that will be held on the **17 November 2022 at 11h00am**

14.3 Link for virtual non-compulsory briefing session: [https://teams.microsoft.com/registration/8seiP-s8Z0uuyQjRhvJqvA,yn3uhQG2gk263d1FjLiHgA,bJhaykWCbE6w5he2yMqBVA,CKTFRXYGgUqhnt6s2raSUg,ryR\\_z8-Ce0SsBlkd3Felwg,3Lb7mLL1xUaR1Us5EVKxTQ?mode=read&tenantId=3fa2c7f2-3ceb-4b67-aec9-08d186f26abc](https://teams.microsoft.com/registration/8seiP-s8Z0uuyQjRhvJqvA,yn3uhQG2gk263d1FjLiHgA,bJhaykWCbE6w5he2yMqBVA,CKTFRXYGgUqhnt6s2raSUg,ryR_z8-Ce0SsBlkd3Felwg,3Lb7mLL1xUaR1Us5EVKxTQ?mode=read&tenantId=3fa2c7f2-3ceb-4b67-aec9-08d186f26abc)

14.4 Link can also be accessed on the NHBRC website: [www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)

## 15 RFP CLOSING DATE

- 15.1 Bid documents should be marked for Attention: Supply Chain Manager, and deposited into the Bid boxes at the NHBRC National Office, 27 Leeuwkop Road, Sunninghill on or before the **30 November 2022 at 11h00**. No emailed or faxed bids will be accepted. The bid document should be supplied in a sealed envelope clearly **marked ( one (1) Original hard copy and one (1) Memory Stick/USB with scanned original documents)** with the bid number and the full name of the service provider(s).
- 15.2 Failure to submit a scanned document in a memory stick will lead to disqualification.
- 15.3 No late submissions will be accepted.

## 16 VALIDITY PERIOD OF BIDS

- 16.1 All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above.

## 17 ENQUIRIES SHOULD BE DIRECTED TO BOTH:

17.1 The administrative enquiries may be directed to:

**Department:** Supply Chain Management

**Contact Person:** Ms.Paballo Relela, Mr.Bernard Kekana

**E-mail address:** [Tenders@nhbrc.org.za](mailto:Tenders@nhbrc.org.za)

## 18 SUBMISSIONS OF PROPOSALS

- 18.1 Submission of bid MUST include one (1) Original hard copy and one (1) memory stick/USB with scanned original documents of the proposal marked (Original hard copy and memory stick/USB) envelope and deposited into the tender box. NB: The Original hard copy submission in the envelope **MUST** be the same as the electronic copy. Failure to comply will result in the bid being regarded as unacceptable.
- 18.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.

## 19 POPIA

- 19.1 The NHBRC is committed to adhere to the Protection of Personal Information Act 4 of 2013 and the Promotion of Access to Information Act 2 of 2000. To this end the NHBRC has published its Information Manual on its website, which regulates the manner in which NHBRC processes information.
- 19.2 The NHBRC requires the information requested in bids for the purpose set out in paragraph 2.5 of the Manual. Further the Manual confirms that NHBRC processes the information requested in bids from prospective service providers and third parties at paragraph 3.4.
- 19.3 Bidders should note that the NHBRC is committed to securing all the information submitted from bidders, in terms of paragraph 6 of the Manual.
- 19.4 Bidders are in turn required to comply with the tender requirements and when the information of third parties are required by NHBRC, bidders are by law required to obtain the consent of such third parties for the sharing of such third parties' information with the NHBRC. "

**ANNEXURE A: PRICING SCHEDULE**

Pricing Table: Bidders must comply with the following requirement when calculating their price. **Note:** All prices must be inclusive of VAT.

**ANNEXURE-A (PRICING SCHEDULE)**

Pricing Table: Bidders must comply with the following requirement when calculating their price. **Note:** All prices must be inclusive of VAT.

Service Description	Year 1	Year 2	Year 3	TOTAL COST PER YEAR
Implementation				R
Monitoring				R
Maintenance and Support				R
Training and skill transfer				R
Total costs for 3 years (Excl VAT))				R
Total costs for 3 years (Incl VAT)				R

**NB: PRICE**

All prices charged should be inclusive of VAT. The bid proposal should clearly indicate the total price.

**PRICE ADJUSTMENTS**

*Bidders must take note that firm prices will be accepted for the first twelve (12) months of the contract duration, thereafter a once – off price adjustment on the 13th month will be accepted based on the average CPI % as issued by STATS SA.*

***NB : The Service provider should carry their own travel and accommodation costs (if any).***