



REQUEST FOR PROPOSALS: APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO DEVELOP AND HOSTING OF WEB BASE VENDOR LISTING FOR THE NHBR FOR A PERIOD OF THREE (03) YEARS

RFP NO.: NHBR 13/2023

CLOSING DATE: 26 MARCH 2024

TIME: 11:00

VENUE: NHBR HEAD OFFICE:
27 LEEUWKOP ROAD,
SUNNINGHILL,
JOHANNESBURG.

NON - COMPULSORY BRIEFING SESSION

DATE: 12 MARCH 2024

TIME: 11:00

VENUE: NHBR HEAD OFFICE:
27 LEEUWKOP ROAD,
SUNNINGHILL,
JOHANNESBURG.

1 TERMS AND CONDITIONS

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

Service providers 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) The Service provider 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.
- 2) The Service provider 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 Service provider 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.
- 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.
- 4) If the NHBRC amends this RFP, the amendment will be sent to each Service provider in writing or publicized as the case may be. No oral amendments by any person will be considered or acknowledged.
- 5) The NHBRC reserves the right to carry out site inspections or call for supporting documentation to confirm any information provided by a Service provider in its RFP Bid.
- 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.
- 7) A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for 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 Service provider, unless and until a binding Agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Service provider.
- 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.
- 9) Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Service provider consortium in submitting a Bid.

- 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.
- 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 the disqualification of the relevant entity.
- 12) Any material change in the control and/or composition of any Service provider or any core member of a Service provider 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 Service provider 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 Service provider”, and what constitutes a “core member of a Service provider” 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.
- 13) Briefing Session: **There will be a 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.
- 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.
- 15) The NHBRC and its advisors shall rely on a Bid as being accurate and complete concerning the information and proposals provided therein by the Service providers.
- 16) All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Service provider. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal.
- 17) The Bid submitted by the service provider shall be considered irregular if they show any omissions, alteration of form, additions, conditions not called for, or irregularities of any kind. However, the NHBRC reserves the right to waive any irregularities and to make the award in the best interest of the company.
- 18) The NHBRC reserves the right to accept or reject the Proposal.
- 19) RFPs shall be rejected, among other reasons, where Bids are received after the closing date and time as specified in the RFP.
- 20) Potential service provider(s) shall be disqualified and their Bids not considered among other reasons, for any of the following specific reasons:
 - If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or The Bid contains irregularities.
- 21) ***The NHBRC reserves the right to require that any service provider 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 service provider.***

- 22) All costs associated with the preparation and submission of the Bid are the responsibility of the Service provider. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Service providers.
- 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.
- 24) All Bids must be formulated and submitted under 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 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 provide housing consumer information;
- g) communicate with and assist home builders to register in terms of this Act;
- h) assist home builders, through training and inspection, to achieve and maintain satisfactory technical standards of home building;
- i) regulate insurers contemplated in section 23 (9) (a); and
- j) in particular, achieve the stated objectives of this section in the subsidy housing sector.

2.2. NHBRC OFFICES

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

	NHBRC OFFICE LOCATIONS	#	NHBRC OFFICE LOCATIONS
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 home building 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 PROJECT TIMELINES

4.1 The service provider and the NHBRC will enter into a contract on an effective date to be determined by the parties. The service provider will be required to deploy resources to the NHBRC offices for the duration of the implementation of the project.

5 PURPOSE OF THE PROJECT

- 5.1 The NHBRC has embarked on the process of compiling its supplier database that will be linked with / integrate with the National Treasury Central supplier database and the current Enterprise Resource Planning System (SAP) in order to streamline the business support processes that will promote the social transformation and undoubtedly increase efficiency in procurement of goods and services.
- 5.2 The purpose is to request proposals from qualifying service providers to develop and host in the NHBRC cloud platform (Azure) for the integrated web-based vendor listing system, the system should be aligned to the NHBRC's business processes requirements.
- 5.3 The NHBRC expects the service provider to perform the related professional services (e.g. best practices guidance, training, project management, implementation, integration, and reporting) in a timely and professional manner. Services should be provided by experienced web-based system developer or experts who have successfully implemented solutions with similar requirements including Financial Management, Supply Chain Management etc.

6 SCOPE OF WORK

- 6.1. The role of the service provider is to assist the National Home Builders Registration Council by developing an online supplier database that will be linked with/integrate to the National Treasury Central Supplier Database and the current ERP (SAP system). To assist with capturing, and processing vendor Listing in terms of the National Home Builders Registration Council Supply Chain Management Policy.
- 6.2. The System requirements should be cloud-based and cyber security secured, set controls at the account (user) and field level and appropriately segregate duties with user roles.
- 6.3. The appointed service provider will be required to develop an online supplier database system with the following layers:
 - 6.3.1. Home page with the following layers:
 - Login layer with space for username and password for the user,
 - Registration layer which will require applicants to provide the following details in order to obtain a unique application reference number:
 - CSD Unique Number.
 - Company Name and Registration number;
 - Name and Surname of the contact person;
 - Business Address, maximum 5
 - Telephone Number;
 - Cell-phone Number;
 - Identity Document (I.D.) and passport number (Primary key)
 - Email address;
 - Province of the company residential ;
 - Commodities list related filed, maximum 5
 - HDI: Women, Youth, People with Disability and Military Veteran

- Banking details
- Tax number
- Valid BEE certificate or Sworn affidavit
- VAT
- Director employed by the state Y/N

6.4. The system must have the following capabilities

- 6.4.1. Save and submit tab, a unique reference number must be generated by the system. The unique number will be used by an applicant to track the status of the application.
- 6.4.2. The system must have the capability of using an Identity Number/ passport number in case an applicant loses their reference number

6.5. System requirements

- 6.5.1. The system should allow authorized users to capture and approve supplier information on the database.
- 6.5.2. The system should be able to generate reports for all suppliers with expired BBEE Status and automatically send notifications to suppliers
- 6.5.3. The System should be able to generate reports for all suppliers with non-tax compliant status and automatically send notification to suppliers.
- 6.5.4. The system should be able to verify duplicate of business registration numbers, Identification numbers, and banking details
- 6.5.5. The System must validate the supplier's information e.g. tax status, active / non-active on CSD, blacklisted or restricted suppliers.
- 6.5.6. The system should include a feature to upload supporting documents for verification.

6.6. The service provider will be required to:

- 6.6.1. Develop an operational guide/manual for the system
- 6.6.2. Conduct orientation training to the NHBRC staff
- 6.6.3. The service provider will be required to attend all supplier Day for the project launch.
- 6.6.4. Develop an overview of the project, including objectives and scope, project timelines milestones, and deliverables
- 6.6.5. Develop System design Architecture Documentation for Software and Hardware
- 6.6.6. Develop and Perform Functional(Detailed description of features and functionality) and Technical Requirements of the system
- 6.6.7. Develop use cases and scenarios.
- 6.6.8. Develop User Interface design document.
- 6.6.9. Produce System Interface Specifications
- 6.6.10. Develop Database design document
- 6.6.11. Develop Information Security requirement document
- 6.6.12. Develop user manual, testing, and quality assurance plan
- 6.6.13. Develop maintenance and support document
- 6.6.14. Develop legal and compliance and training documents

7 REPORTS DELIVERY AND ACCEPTANCE

- 7.1 All project deliverables of this assignment shall be submitted in both “editable” and “non-editable” forms to the NHBRC.
- 7.2 All deliverables shall be internally reviewed by the service provider before submission to the NHBRC and further subjected to the NHBRC internal review process before adoption.
- 7.3 The NHBRC’s review process shall comprise a three (03) stage review process that comprises (i) the Project Manager; (ii) the Project Steering Committee, and (iii) the NHBRC’s ICT Architecture committee.
- 7.4 The service provider may be required to revise components of reports during the review process, at no additional cost to the NHBRC.

8 GOVERNANCE FRAMEWORKS AND STANDARDS

- 8.1 The service provider shall be expected to align the proposed solution with the following Governance Practices, IT Governance Practices, Framework and Standards:
 - a) Agile Frameworks (Scrum);
 - b) Project Management Body of Knowledge (PMBOK)
 - c) Data Management Life Cycle (DMLC)
 - d) System Development Life Cycle (SDLC)
 - e) Business Analysis Body of Knowledge (BABOK)
 - f) Software Engineering Body of Knowledge (SWEBOK)
 - g) ISO / IEC 27001: Information Security Management Systems (ISMS)
 - h) ITIL v4
 - i) The Promotion of Access to Information Act (PAIA)
 - j) The Protection of Personal Information Act (“POPIA”)
 - k) TOGAF

9 PROJECT DELIVERABLES

- 9.1 The NHBRC expects that the scope of work described in this RFP will include, but is not limited to the following deliverables, most of which will be repeated for each phase or iteration within the phase:
- a) A Project Charter
 - b) Detailed Project Implementation Plan – it must include activities/ tasks, roles, and responsibilities, time frames; deliverables, technologies involved inclusive of tools used to complete the system management project, source systems, target tables, and migrated data fields.
 - c) System Governance Gap Analysis Report
 - d) System Architecture Documentation with Software and Hardware Plan
 - e) Functional and Technical Requirements
 - f) Development of Implementation Management Strategy
 - g) System Performance Analysis Report
 - h) Solution Security Framework
 - i) System Interface Specifications
 - j) Database Design Planning
 - k) Information Security Plan
 - l) Project Status Report
 - m) System and Training Manual
 - n) System Development Management Framework: Business rules and policies, Data dictionary, Business glossary, Roles and responsibility, System integration rules, Development quality rules and metrics [Metrics and KPIs]
 - o) System Quality Management Framework
 - p) Reports Review and Adoption Presentations
 - q) Test Plan and Scripts
 - r) Volume /Stress Testing Report
 - s) Training Plan – Skills Transfer - The delivery of user and technical systems operation training. It must outline the following:
 - Necessary/applicable activities
 - NHBRC attendees will provide a list of attendees
 - Provide a training schedule as part of the project implementation plan
 - Provide a mechanism for tracking the completion of training (training plan, manual, confirmation, actual training (recording), and signed confirmation of training by trained attendees)
 - t) System User Manual - To guide NHBRC employees with the functionality and contents of the development or code
 - u) Tailored reports including Queries and Dashboards based on NHBRC reporting requirements (NHBRC to provide templates upon project inception),
 - v) Formal project Sign-off and system handover reports.

10 KEY ROLE PLAYERS

- 10.1 NHBRC End-user
- 10.2 NHBRC Business Management
- 10.3 Service Provider

11 SERVICE PROVIDER RESPONSIBILITIES

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 will be required to work eight (8) hours a day.
- The Service provider must be available as and when required by the NHBRC.
- The Service provider will deploy resources to the NHBRC offices for the duration of the implementation of the project or work remotely as defined by the NHBRC policy
- 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 delivering the project as per the NHBRC business requirements, including response to queries within a 24-hour turnaround time.

12 FUNCTIONAL EVALUATION CRITERIA

12.1 The bids shall be evaluated functional/ technical in terms of the following criteria:

Functional Factors	Criteria Description
1. Bidders Experience	The service provider MUST have years of experience in the development of the web base system. Please attach a company profile to include a list of projects that demonstrate relevant experience in implementing and supporting the proposed in the web base system development
2. Client References	The service provider MUST provide positive written contactable references (Excluding the NHBRC) indicating web-base development solution was completed. The reference letter must be from 2018 till to date The reference letters from the clients of a service provider must include:

Functional Factors	Criteria Description
	<ul style="list-style-type: none"> • Company name • Date of project completion • Project Description • Company Letterhead • The project was completed • Contact person and contact telephone numbers • The letter must be signed by a duly authorized person
3. Certification and Experience of the Project Manager	<p>The service provider MUST provide the Project Manager with the certification listed below and experience in project implementation.</p> <ul style="list-style-type: none"> • CV of the project manager must highlight certification in PMBoK and areas of experience in project implementation
4. Qualification of the Senior Developer and CV	<p>The service provider MUST provide Senior Developer with at least one of the qualifications listed in (Evaluation Criteria 4 page 17), and experience in system development life circle (SDLC)</p> <ul style="list-style-type: none"> • CV of the senior developer must highlight qualifications and areas of experience in system development (C# and HTML)
5. Demo Presentation	<p>A bidder is to present a methodology and implementation approach of the system development and/or data governance services. The tool should provide on-demand and scheduled reports as defined. The following will be assessed:</p> <p>Vendor Registration</p> <ul style="list-style-type: none"> • Vendor Registration and Authentication: • Capture and Save the Company Information (in line with 6.3.1) • Verification of documents (in line with 6.3.1) <p>Admin Functionality</p> <ul style="list-style-type: none"> • User Registration and Authentication: • Approval of Applications • Search and Filter Functionality: • Vendor Profile Display: • Capabilities for Interface connections • Operational Reporting functionality

13 REPORTING

- 13.1 The report format will be agreed upon between the service provider and the NHBRC IT Manager.
- 13.2 The service provider shall provide monthly, quarterly, and annual system or progress reports to management.

14 TECHNICAL DATA TO BE SUBMITTED BY THE SERVICE PROVIDER

14.1 General Information

- 14.1.1 The NHBRC requires the services of interested and competent organizations or companies that are experienced in the development of the web base system. The service provider is expected to provide proof of expertise.

14.2 Skills Transfer

- 14.2.1 The service provider to develop a strategy that can be used to accomplish skill development and transfer. The plan includes the training, methods, milestones, and tasks required to accomplish the knowledge transfer. Training materials must be provided during the skills transfer.

14.3 Requisites of the Service Provider:

- A detailed proposal:
- Understanding of terms of reference.
- Quality Assurance measures (process and control).
- Methodology/process to successfully deliver
- Team composition competencies (please attach CVs and indicate roles of individuals).
- Detailed Pricing Schedule (**Refer to Annexure A** for the pricing schedule as attached to this document).

14.4 Summary of projects executed and completed.

- 14.4.1 The projects the service provider has completed. The service provider must submit a summary of the projects in the format presented below:

Name of Project	Project Description	Project Period (Start date – End date)	Contract Value (incl. VAT)	Client Name	Client Contact Tel

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 the successful completion of the project as per the client's brief. (Excluding the NHBRC)

- 14.4.2 Expertise and experience of key personnel
- 14.4.3 The successful service provider will be required to provide the expertise, qualifications and experience to successfully deliver the development of the web base vendor listing
- 14.4.4 Suitably qualified and experienced technical personnel must be assigned to this project. Please complete a summary detail of the main Project Team in the format shown below:

Please complete a summary detail of the main Project Team in the format shown below:

NO	PROJECTS COMPLETED.				
	Full Name	Role in Project	Current Academic Qualifications	Key Area of Specialization	Years of Experience in the industry
1.					
2.					
3.					
4.					
5.					

*Please attach recently (last 3 months) certified copies of academic qualifications and certification.

Note, in addition, please provide the following:

- CV for each of the project team members (Project Manager and Senior Developer) highlighting specific and relevant qualifications, certification, and experience.
- Key personnel may only be replaced by personnel with similar expertise over the life of the contract and written permission must be obtained from the NHBRC.

15 TECHNICAL AND PRICE EVALUATION CRITERIA

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

15.1.1 Stage 1: Compliance check of Mandatory Requirements.

15.1.2 Stage 2: Functional Evaluation Criteria

15.1.3 Stage 3: Price and Preference Points Evaluation

Stage 1: Compliance check of Bid Requirements

DOCUMENTS TO BE SUBMITTED		
No.	Bidders shall take note of the following bid requirements and documents to be submitted	Yes/No
1.	Annexure A Pricing schedule MUST be completed and signed. (including a detailed costing breakdown of all costs and escalation per annum The pricing schedule must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid if there is no signature on the pricing schedule the bidder will be disqualified (Mandatory)	
2.	SBD1 Invitation to bid should be completed and signed.	
3.	SBD 3.1 - Pricing Schedule (Firm Price) Make sure it is completed	
4.	SBD 4 Bidders Disclosure Form, should be completed and signed.	
5.	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
6.	SBD 7.2 Contract Form, should be completed and signed.	
7.	Bidder should submit CSD (Central Supplier Database) report.	
8.	General Conditions of the contract (GCC).	

Note: NHBRC will be using General Conditions of Contract (GCC) as issued by National Treasury and SLA for the management of the contract

Functionality Evaluation (Combination of Paper Based and on-Demo evaluation Criteria)

- i. **Paper Based Evaluation** – Bidders will be evaluated out of 70 points and bidders are required to achieve minimum threshold of 50 points out of 70 points. Only bidders who achieve a minimum of 50 points or more will be invited for demo presentation evaluation, the Bid Evaluation Committee shall conduct a demo evaluation on the date specified by the Committee.
- ii. **Demo Presentation Evaluation** – Bidders will be evaluated out of 30 points and are required to achieve 30 points out of 30 points.
- iii. The overall combined score for paper based and demo presentation evaluation must be equal or above 80 points or more to proceed to Stage 3 for Price and preference points

The bidder's information will be scored according to the following points system:

Paper based evaluation:

- Details as per the proposal Stage 2: Part 1 - Functionality score 70

Site presentation evaluation

- Details as per the proposal Stage 2: Part 2 - Demo Presentation score 30

COMBINED TOTAL ON PART 1 & 2 = 100 POINTS

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

Bids must fully comply with all the Bid Requirements for **Stage 2: Compliance Check of Bid Requirements** to qualify for **Stage 3: Functional Evaluation** and those bids which failed to comply with all the requirements of Stage 2 will be invalidated or disqualified from the process.

The Service providers 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

Highest points for criteria

X Weight per criteria = Total Score per criteria

Item No	Evaluation Criteria	Description	Weight (%)
1.	Bidders Experience	<p>The service provider MUST have years of experience in the development of the web base system. Please attach a company profile to include a list of projects that demonstrate relevant experience in implementing and supporting the proposed in the web base system development</p> <p>Scoring Allocation</p> <p>0 – 1 Years Experience = 0 Points 2 – 3 Years Experience = 1 Point 4 – 5 Years Experience = 2 Points 6 – 7 Years Experience = 3 Points 8 – 9 Years Experience = 4 Points 10 Years Experience and more = 5 Points</p>	5
2.	Client References	<p>The service provider MUST provide positive written contactable references (Excluding the NHBRC) indicating web-base development solution was completed.</p> <p>The reference letter must be from 2018 till to date</p> <p>The reference letters from the clients of a service provider must include:</p> <ul style="list-style-type: none"> • Company name • Date of project completion • Project Description • Company Letterhead 	10

Item No	Evaluation Criteria	Description	Weight (%)
		<ul style="list-style-type: none"> • The project was successfully completed • Contact person and contact telephone numbers • The letter must be signed by a duly authorized person <p>Scoring Allocation</p> <ul style="list-style-type: none"> • 0 Reference letter = 0 Points • 1 Reference letter = 1 Point • 2 Reference letters = 2 Points • 3 Reference letters = 3 Points • 4 Reference letters = 4 Points • 5 Reference letters and more = 5 Points <p>NHBRC reserves the right to call the clients to obtain further information</p>	
3.	Certification and Experience of the Project Manager	<p>The service provider MUST provide the Project Manager with the certification listed below and experience in project implementation.</p> <p>CV of the project manager must highlight certification in PMBoK and areas of experience in project implementation</p> <p>Scoring Allocation</p> <p>0 – 1 year experience and certification = 0 Points 2 – 3 years experience and certification = 1 Point 4 – 5 years experience and certification = 2 Points 6 – 7 years experience and certification = 3 Points 8 – 9 years experience and certification = 4 Points 10 years and more experience and certification = 5 Points</p>	25
4.	Qualification of the Senior Developer and CV	<p>The service provider MUST provide Senior Developer with at least one of the qualifications listed below, and experience in system development life circle (SDLC)</p> <p>CV of the senior developer must highlight qualifications and areas of experience in system development (C# and HTML)</p> <p>NQF level 6 – National Diploma</p> <ol style="list-style-type: none"> 1. Computer Science 2. Information Systems, 3. Information Technology 	30

Item No	Evaluation Criteria	Description	Weight (%)
		<p>Please attach certified copy of Qualifications not be older than three (03) months</p> <p>Scoring allocation</p> <p>0 – 1 year experience and qualification = 0 Points</p> <p>2 – 3 year experience and qualification = 1 Point</p> <p>4 – 5 years' experience and qualification = 2 Points</p> <p>6 – 7 years' experience and qualification = 3 Points</p> <p>8 – 9 years' experience and qualification = 4 Points</p> <p>10 years and experience and qualification = 5 Points</p>	
SUBTOTAL			70 Points
MINIMUM QUALIFYING REQUIREMENT			50 Points

NB: Only bidders who score 50 points or more out of 70 points (part 1) will qualify for Demo Presentation (part 2)

PART 2 Demo Presentation Evaluation

The demonstration will be undertaken to further validate technical compliance on the development of the web-based system. project implementation. The purpose of such a presentation with a bidder is to provide an opportunity for the bidder to demonstrate the capabilities and understanding to deliver the required service.

<p>5.</p>	<p>Demo Presentation</p>	<p>A bidder is to present a methodology and implementation approach of the system development and/or data governance services. The tool should provide on-demand and scheduled reports as defined. The following will be assessed:</p> <p><u>Vendor Registration</u></p> <ul style="list-style-type: none"> • Vendor Registration and Authentication: • Capture and save the company information (in line with 6.3.1) • Verification of documents (in line with 6.3.1) <p><u>Admin Functionality</u></p> <ul style="list-style-type: none"> • User Registration and Authentication: • Approval of Applications • Search and Filter Functionality: • Vendor Profile Display: • Capabilities for Interface connections • Operational Reporting functionality <p>Scoring allocation (Demo)</p> <ul style="list-style-type: none"> • Bidders did not meet the requirements listed above on site presentation = 0 Points • Bidders meet ALL requirements listed above on site presentation = 5 Points 	<p>30</p>
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Bidders who score a total of 80 Points or more on two stages (Paper based and Demo presentation) will qualify for further evaluation which is Price and Preference points system.

The minimum threshold for functionality is 80 or greater out of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points.

Stage 3: Price and Preference Points Evaluation

Only bids that obtained a minimum qualifying score (**80 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 about the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2022 and bids will be adjudicated in terms of an (80/20) preference point system in terms of which points are awarded to service providers based on:

80/20 Preference point system (for the 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 the comparative price of the bid or offer under consideration

P_t = Comparative price of the 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 in accordance with the table below:

A maximum of 20 points may be awarded to a bidder for Preference Points specified in the tender.

Preference Points	Points Allocated
Women	12
Youth	5
Disabilities	1.5
Military Veteran	1.5
TOTAL	20 Points

The following formula must be applied to calculate the number of points for preference points

$$NEP = NOP \times \frac{EP}{100}$$

Where

NEP = Points awarded for equity ownership Preference Points

NOP= The maximum number of points awarded for Preference Points

EP = The percentage of equity ownership

The points scored for price will be added to the points scored for preference points to obtain the Bidders total points scored out of 100 points.

16 RFP SUBMISSION INSTRUCTIONS

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

17 AVAILABILITY OF THE RFP DOCUMENT

17.1 Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) from
5 March 2024

17.2 There will be a **non-compulsory briefing session** that will be held on **12 March 2024 at 11h00**

17.3 **Non-Compulsory Briefing Session Venue:** **NHBRC HEAD OFFICE:**
27 LEEUWKOP ROAD,
SUNNINGHILL,
JOHANNESBURG.

18 RFP CLOSING DATE

18.1 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 **26 March 2024 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 of the service provider(s).

18.2 **No late submissions will be accepted.**

19 VALIDITY PERIOD OF BIDS

19.1 All bids submitted by the service providers must be valid for 90 days from the closing date specified above.

20 ENQUIRIES SHOULD BE DIRECTED TO BOTH:

20.1 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

20.2 Clarifications and enquiries by bidders should be sent to tenders@nhbrc.org.za. Responses will be communicated during week days, between Monday to Friday from 8:30 am to 16:30 pm.

21 SUBMISSIONS OF PROPOSALS

- 21.1 Submission of the 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 on the envelope **MUST** be the same as the electronic copy.
- 21.2 All costs and expenses incurred by the Service provider relating to the participation in and preparation of this proposal process shall be borne by the Service provider exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.

22 POPIA

- 22.1 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.
- 22.2 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.
- 22.3 Bidders should note that the NHBRC is committed to securing all the information submitted from bidders, in terms of paragraph 6 of the Manual.
- 22.4 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. ”

23 ANNEXURE: A DETAILED PRICING SCHEDULE

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

Project Stage	Year 1	Year 2	Year 3	Total
Skills Transfer				
Stage1: Project Initiation		X		
Stage 2: Development Of Framework			X	
Stage 3: Solution Implementation	X			
Stage 4: Project Closure	X			
Support and Maintenance				
Total (Incl VAT)				
Bidder Signature				

The bidder MUST take note of the following:

- *The pricing schedule must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the pricing schedule the bidder will be disqualified.*
- *An incomplete pricing schedule will result in the bidder being disqualified, no alterations can be made subsequent to submission of the bid.*
- **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.*
- All prices must be VAT Inclusive and must be quoted in South African Rand (ZAR).

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