



**REQUEST FOR BID  
PROFESSIONAL SERVICES**

**BID NUMBER:** **BS/2018/RFB409**

**CLOSE Date:** **14 September 2018**

**Time:** 11h00

**DESCRIPTION:** The BANKSETA seeks to appoint a suitably qualified service provider who is located in South Africa to take over the hosting and technical support of the recognition of prior learning portal.

**COMPULSORY BRIEFING  
SESSION:**

Yes

☐

No

☒

**Respondent details**

(Use this as a cover page for response document and envelope)

<b>Company Name:</b>				
<b>Completed by:</b>				
<b>Company Postal address</b>				
<b>Email:</b>				
<b>Telephone:</b>				
<b>Mobile number:</b>				
<b>Date:</b>				
<b>Original copy of documents or copy - Mark with X</b>	<b>ORIGINAL</b>		<b>COPY</b>	

## 1. BANKSETA BACKGROUND

The Banking Sector Education and Training Authority (BANKSETA) is a statutory body established through the Skills Development Act of 1998 as amended by the Skills Development Act 26 of 2011 to enable its stakeholders to advance the national and global position of the banking and alternative banking sector. As guided by its mandate the BANKSETA is as such an agent of transformation and seeks to promote employment equity and broad-based BEE through skills development.

## 2. BACKGROUND ON THE PROJECT/REQUIREMENTS

The BANKSETA seeks to appoint a suitably qualified service provider who is located in South Africa to take over the hosting and technical support of the recognition of prior learning portal.

## 3. RFB TIMELINES

Activity	Time	Date
<b>Closing date</b>	<b>11h00</b>	<b>14 September 2018</b>
Non-compulsory Briefing session	10h00	03 September 2018
Tender evaluation, Bidder Verification and Due Diligence	N/A	25 September 2018
Clarification presentations by Service Providers if required/ Due Diligence	N/A	28 September 2018
Provisional Contract Award	N/A	01 October 2018
Contract Signatures	N/A	08 October 2018

## 4. SCOPE OF WORK

4.1 BANKSETA seeks to appoint a service provider to take over the hosting and technical support of the recognition of prior learning portal.

4.2 The scope is not limited to;

- Providing high -speed Bandwidth and unlimited storage.
- Uploading and changing of documents on the portal
- Granting administrator rights to BANKSETA employees
- Resolving System errors
- Perform Back- up and restores of the system.
- Ability to recover in-case of system disaster

## 5. CURRENT OPERATING ENVIRONMENT

- The current portal has been developed in PHP and MySQL.
- The portal has been hosted on a LINUX-based server through a secure web hosting provider.
- The portal provides online help via YouTube videos.
- The portal performs validation of data
- The portal can be accessed via a website ([www.rplbankseta.org.za](http://www.rplbankseta.org.za))
- The online platform is independent of any other software application or database and is totally self-contained.
- The software was created using the latest stable version of PHP within a Model-View-Controller (MVC) architectural framework.
- The latest version of WordPress with page builder plugins was used to create and update the website content
- The portal is able to send emails to users

## 6. REQUIREMENTS

**The requirements are not limited to;**

- The system must be completely compatible with the most popular web browsers such as Google, chrome, internet explorer, fire fox and safari etc. for PC, Mac and mobile devices.
- Further customisation as and when required.
- Onsite Support as when required
- Individual must be able to access all the information i.e. various documents or video pods regarding RPL
- Portal hosting service for 24 hours / 7 day **with 98%**
- A disaster recovery plan to ensure the recovery in case of disaster.
- Require a secure Portal
- Remote and onsite support
- Provide monthly reports of portal performance
- Daily automated backups
- Language to be used - English

## **7. LOCATION**

The work will be conducted at the Providers place of business.

## **8. COMPETENCY AND EXPERTISE REQUIRED**

The appointed service provider must meet the following requirements:

- The responding company must have five years' experience (5 years) in hosting and maintenance of Portal.
- Submit CV of web developer with 3 years' experience and appropriate qualification.
- Provide a company profile.
- Samples of similar work done (please list active portal sites)
- The service provider is required to provide a minimum of **three signed references**, on the company letterhead of the referee, for which similar services have been rendered.

## **9. PRICING STRUCTURE**

The Pricing Schedule must be completed as per annexure A.

- 9.1 Fixed monthly cost on both hosting and maintenance services
- 9.2 The quoted prices will remain fixed for the duration of the first year of the contract. Bidders are therefore required to indicate a percentage increase in their price for 2019-2020 and 2020 – 2021.
- 9.3 The attached pricing sheets (Appendix A) must be completed in full. The BANKSETA will not entertain pricing adjustments after the signing of any contracts, and it is therefore most important that all pricing elements are disclosed.
- 9.4 Per the pricing sheet all pricing should show VAT separately.
- 9.5 Sufficient detail should be included to enable the BANKSETA to fully understand the make-up of the overall pricing.
- 9.6 All pricing assumptions, excluded costs and estimated costs must be clearly documented. The BANKSETA assumes that the pricing document as supplied is complete and covers all costs associated with this project.
- 9.7 Whilst complying with normal commercial confidentiality requirements, the BANKSETA reserves the right to discuss aspects of the pricing with other SETAs to satisfy itself that the pricing as contained in any received proposal avoids fruitless and wasteful expenditure and is regarded as fair and equitable for the services offered.
- 9.8 The BANKSETA requires transparency concerning the financial aspects and will work closely with the prospective service provider to ensure a fair and equitable pricing regime for the required services.

**10. DURATION OF THE CONTRACT-** 01 October 2018 to 31 March 2021, subject to the BANKSETA licensing agreement being renewed.

In all cases bidders notice is drawn to the following: In terms of its licensing agreement, BANKSETA has existing rights until 31 March 2020. All services/goods required in this request for bid extending beyond this date are subject to renewal of its license agreement. BANKSETA therefore reserves the right to terminate any services that could extend beyond 31 March 2020 unless explicitly approved by the BANKSETA CEO or his delegate.

## **11. SUBMISSION REQUIREMENTS**

11.1 One hardcopy must be the original submission, clearly marked "Original" and one (1) copied version of the original and a soft copy.

11.2 All submissions must be delivered in individual envelopes.

11.3 Respondents should take particular care to ensure that there are no discrepancies between all submissions to the BANKSETA.

11.4 The BANKSETA reserves the right to reject any submissions if there are discrepancies.

11.5 Document must be submitted as follows:

11.5.1 **A** Envelope 1 – Original

11.5.2 **B** Envelope 2 – Hard Copy of the original document and 1 Soft copy

11.5.3 **C** Envelope 3 – **Pricing include SBD1** – (invitation to bid)

11.6 Each individual envelope must be clearly marked with the following information:

**11.6.1** Description of the Submission: **Maintenance and hosting of RPL Portal**

**11.6.2** Submission Bid Number: **BS/2018/RFB409**

11.7 Submissions that are faxed, sent via telex, and/ or electronic mail delivery will not be accepted.

11.8 All submissions received by BANKSETA will become the property of the BANKSETA and will not be returned to the respondent.

11.9 The submissions must be inserted into the SUBMISSION BOX available at the Reception Area of BANKSETA Offices at the following address:-

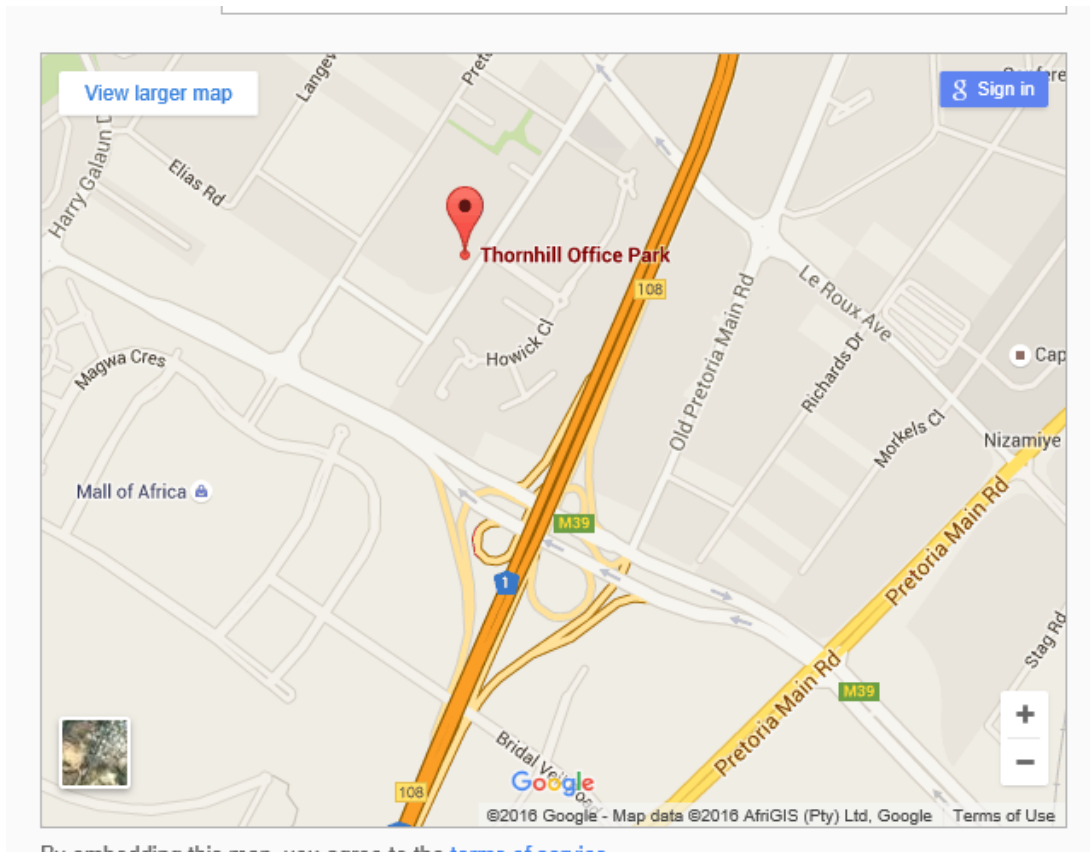
Thornhill Office Park

Building 22

94 Bekker Road

## MIDRAND

**NB:** Please ensure that you sign the submission register.



- 11.10 Respondents are invited to observe the closing of the on the closing date and time of the submission as per the advertisement
- 11.11 Unsuccessful submissions will be informed in writing when the process is concluded.
- 11.12 A submission will be considered late if received after the specified date and time. Respondents are therefore strongly advised to ensure that submissions be despatched allowing enough time for any unforeseen events that delay the delivery of the submission.

## 12. ENQUIRIES/COMMUNICATION

**Contact person for enquiries regarding the submission document:**

Ms Eva Ratema

Specialist: Supply Chain Management

Email: [Tenders@bankseta.org.za](mailto:Tenders@bankseta.org.za)

All clarifications or enquiries must be made in by email and received by the BANKSETA on or before the date of the **03 September 2018**. Telephonic requests for clarification will not be accepted.

### **13.SUBMISSION EVALUATION/ADJUDICATION**

Submissions will be evaluated in three (3) phases:

- 13.2 Compliance/eligibility;
- 13.3 Technical/Functionality;
- 13.4 Pricing and B- BBEE contribution level.
- 13.5 Bidders that score **70 points** and above will be requested to provide pricing based on the final specification that will be provided to them.
- 13.6 The abovementioned bidders may be requested for presentation by the BANKSETA.

### **14. Compliance/Eligibility Evaluation**

Respondents who do not meet the requirements below will be immediately disqualified. For Joint Venture (JV) submissions, each partner to the JV must submit all documents listed below.

No	Description
1	<p>Submission of the following fully completed and signed returnable documents:</p> <ul style="list-style-type: none"><li>- SBD 1 Invitation to submission (to be submitted with the Appendix A)</li><li>- SBD 4 Declaration of interest</li><li>- SBD 6.1 Preference point claim form</li><li>- SBD 8 Declaration of respondents' past supply chain management</li><li>- SBD 9 Certificate of independent bid determination</li></ul>
2	<p>Special Conditions (Portion 2 attached) that the bidder needs to accept by signing the last page</p>

3	Submission of signed Pricing Schedule in BANKSETA template
4	Contract Form : Rendering of Services (attached) which the bidder needs to accept by signing the last page
5	Submission of company registration documents
6	Submission of the National Treasury Central Supply Database (CSD) Master Registration report.

NB: The BANKSETA may conduct risk assessment for the winning bidder.

#### 15. TAX COMPLIANCE

Submission of copy of TAX clearance certificate or SARS pin number in order to verify service provider's TAX compliance status, or submission of written proof from SARS that supplier either has no tax obligation or has made arrangements to meet outstanding tax obligation.

#### 16. Technical/ Functionality Evaluation

The functionality evaluation conducted as per the criteria contained in the table below:

CRITERIA – PHASE 1	Weight	Values	Score
<b>1. Functionality</b>	<b>100</b>		
❖ <b>Track record of the bidder.</b>	<b>30</b>		
<ul style="list-style-type: none"> <li>Provide proof of previous experience on similar hosting application portal. All the references must relate to the Samples of similar work done.</li> </ul> <p>1 Reference = 1</p> <p>2 References = 3</p> <p>3 References = 5</p> <p>NB: Reference must be on the clients' letterhead.</p>			



<b>❖ Experience and Capacity of Project Leader</b>	<b>30</b>		
<p>Team credentials of employees to be assigned to this assignment including the position of the team members to the very assignment.</p> <p>The Project Leader must have experience and appropriate qualification</p> <p>1 year = 1</p> <p>2 years = 3</p> <p>3 years or more = 5</p> <p>NB: Provide a CV and certified proof of qualifications of the project leader.</p>			
<b>❖ Project plan</b>	<b>10</b>		
<p>Service Provider must provide a sample project plan showing major/ The detailed plan should cover the following content:</p> <ul style="list-style-type: none"> <li>▪ Deliverables, = 1</li> <li>▪ Milestones = 1</li> <li>▪ Timelines = 1</li> <li>▪ Resourcing = 1</li> <li>▪ Stakeholder relationship plan. = 1</li> </ul>			
<b>❖ Reporting</b>	<b>15</b>		
<p>The Service Provider must demonstrate how they would report on the following:</p> <ul style="list-style-type: none"> <li>• Progress/Status Report =3</li> <li>• Close out report =2</li> </ul> <p>NB: Provide sample of the abovementioned reports.</p>			

<b>Information Management and security</b>	<b>15</b>		
<p>The Service Provider must be able to upload all relevant documentation and secure the system.</p> <ul style="list-style-type: none"> <li>• Explain how current updated information system is maintained and updated accordingly. <b>=3</b></li> <li>• Management and Ensure the safety of the platform with implementation of the correct protocols <b>=2</b></li> </ul> <p>NB: Provide policy of information management.</p>			
<b>Elimination of non-qualifying Bids (score below the minimum threshold of 70%).</b>			

#### SCORING MATRIX

SCORE	DISCRIPTION
0	NON RESPONSIVE
1	POOR
2	FAIR
3	AVERAGE
4	GOOD
5	EXCELLENT

Functionality will be evaluated using the following formula:

$$Pf = (So/Ms) \times Ap$$

Where:

- Pf – is the percentage scored for functionality by submission under consideration.
- So – is the total score of the submission in question.
- Ap – is the percentage allocated for functionality.
- Ms – is the maximum score possible.

Any proposal not meeting a minimum threshold of **70 points** on

## 17. POINTS AWARDED FOR PRICE

### 17.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

80/20

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

Where

$P_s$  = Points scored for price of bid under consideration

$P_t$  = Price of bid under consideration

$P_{\min}$  = Price of lowest acceptable bid

## 18. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

## 19. SPECIAL CONDITIONS

- 19.1 BANKSETA reserves the right to withdraw or amend terms of reference/specifications by notice in writing by advertising in the media in which the submission was originally advertised prior to the closing date.
  - 19.2 BANKSETA reserves the right not to award any of the submissions submitted.
  - 19.3 The cost of preparing the submissions will not be reimbursed.
  - 19.4 Shortlisted respondents will be invited for presentations.
  - 19.5 Successful respondent will be required to sign a confidentiality/non-disclosure agreement.
20. Whilst the BANKSETA is issuing this RFB in good faith, it reserves the right to cancel or delay the selection process at any time without explanation, and reserves the right not to select any of the respondents to this RFB, again without explanation. Further the BANKSETA reserves the right to only accept portions of a Vendor's proposal.

## **21. REVIEW PROCESS**

- 21.1 In order to evaluate and adjudicate submissions effectively, it is imperative that respondents submit responsive submissions. To ensure a submission will be regarded as responsive it is imperative to comply with all conditions pertaining to the submission and to complete all the mandatory fields and questionnaires.
- 21.2 All submissions duly lodged as per the submission requirements will be evaluated in accordance with the stipulated evaluation criteria.
- 21.3 BANKSETA may require presentations from short-listed respondents as part of the submission process.

## **22. REASONS FOR REJECTION**

- 22.1 Respondents shall not contact BANKSETA on any matter pertaining to the submission from the time the submission is closed to the time the submission has been adjudicated. The results of all submissions will be published by the BANKSETA. Any effort by a respondent to influence the submission evaluation, submission comparisons or submission award decisions in any matter, may result in rejection of the submission concerned.
- 22.2 BANKSETA shall reject a submission if the respondent has committed a proven corrupt or fraudulent act in competing for a particular contract.
- 22.3 BANKSETA reserves the right to contact references during the

evaluation and adjudication process.

## **23. JOINT VENTURE**

23.1. In the case of a Joint Venture, the following will be Applicable:

23.2. Each JV Member must have a valid Tax Clearance Certificate issued by SARS;

24.3 A Joint Venture Agreement is signed by the JV Partners and attached to this tender document; and

25.4 A Joint Venture BBBEE Rating Certificate.