

YOU ARE HEREBY INVITED TO BID (PROVIDE A QUOTATION) IN RESPECT OF					
PROFESSIONAL SERVICES REQUIRED BY THE SOUTH AFRICAN COUNCIL FOR THE					
PROJECT AND CONSTR	CUCTION MA	ANAGEMENT PROFES	SIONS (	SACPCMP).	
BID DESCRIPTION	REQUES	T FOR PROPOSAL:	•		
	Provision f	or a secure and effic	ient Kno	wledge Management	
	System (KI				
BID NUMBER	KMS/01/20	25			
NAME OF INSTITUTION	The South	African Council for the F	Project ar	nd Construction	
	Manageme	Management Professions (SACPCMP)			
THE PLACE WHERE	SACPCMP	Offices			
GOODS ARE TO BE	446 Rigel A	Avenue South			
DELIVERED/ WORKS	Rigel Office	e Park			
OR SERVICES ARE	Erasmusra	nd			
REQUIRED	Pretoria				
COMPULSORY	- Please	note that failure to subm	nit compu	Ilsory documents may	
	lead to	disqualification.			
REQUIREMENTS	- Only emailed submissions will be accepted.				
RFQ DISTRIBUTION	06 Februar	<mark>ry 2025</mark>	09h00		
DATE					
QUERIES CLOSING	14 Februar	ry 2025	16h00		
DATE					
DAIL					
RFQ CLOSING DATE	07 March 2	<mark>2025</mark>	16h00		
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Venue	Teams
Details	Date: 11 February 2025 Time: 11:00–12:00 Meeting ID: 384 245 301 921 Passcode: cv9Fh2ep

#### 1. BACKGROUND

The South African Council for the Project and Construction Management Professions (SACPCMP) is a juristic person established by section 22 of the Project and Construction Management Professions Act (Act No.48 of 2000) which provides for statutory professional certification, registration and regulation of Project and Construction Management Professions to protect public interest. In line with the construction industry development initiatives, the Council continues to advance and promote the science and management practice of project and construction management thereby contributing towards promotion of the construction and built environment industries.

It further regulates the Project and Construction Management Professions to protect the public by identifying the type and scope of work, registering professionals and maintaining a national register of professionals who adhere to a Code of Conduct.

It also accredits Project and Construction Management programmes at tertiary educational institutions to ensure that graduates are employable within the industry upon completion of their studies and recognises Voluntary Associations who assist in the promotion of the professions under the SACPCMP (South African Council for the Project and Construction Management Professions) umbrella.

#### **OPERATIONS**

The SACPCMP operates in the Built Environment alongside the other five Councils being the South African Council for the Architectural profession (SACAP), the Engineering Council of South Africa (ECSA), The South African Council for the Landscape Architectural Profession (SACLAP), The Council for the Quantity Surveying Profession (SACQSP) and the South African Council for the Property Valuers Profession (SACPVP). The National Minister of Public Works is the Executive Authority of the Council and communicates with the Council through the CBE, which is the overarching body that co-ordinate the activities of all the five Built Environment Councils.

#### 2. SCOPE OF WORK

The SACPCMP is a statutory body responsible for regulating project and construction management professions. The organisation aims to implement a KMS to:

- Enhance knowledge sharing and collaboration among stakeholders.
- Provide CPD-accredited materials, industry insights, and exclusive events to members.
- Generate revenue through a tiered subscription model.

The KMS will integrate seamlessly with the DMS that is also under development and leverage AI technologies to offer advanced search, chatbots, and personalised recommendations.

The selected vendor will be responsible for delivering the following:

# 1. Key Requirements:

## • Knowledge Hub Development

- Build a centralised repository for knowledge resources
- Provide a user-friendly interface for both internal staff and external stakeholders.
- The system must include functionality for hosting webinars with breakaway virtual rooms
- o The system can be accessed through laptops, mobile phones etc

## Subscription Service Setup

- Implement subscription offering access to CPD-accredited content, webinars, and exclusive events.
- o Integrate payment gateways for seamless subscription management.
- o Include integration with MY membership
- Include payment gateways linked to MY Membership and Sage evolution

## Al-Powered Features

Develop Al-powered tools for:

- Intelligent search functionality.
- Automated document categorisation and recommendations.
- Chatbots for real-time query management and support.

#### Integration

- Ensure seamless integration with SACPCMP's existing IT infrastructure, including SharePoint Online and the DMS.
- Enable interoperability with external systems such as MyMembership and SAGE Evolution for invoicing and payments
- Enable interoperability with external systems such as MyMembership for CPD points allocations.

# **Training and Support**

- Provide comprehensive training for SACPCMP staff and external stakeholders.
- Deliver user manuals and ongoing support for a period of 12 months postimplementation.

# **Key Requirements:**

# System Architecture

- Hosted on Microsoft SharePoint Online with Azure for scalability and security.
- o Integration with Office 365 tools (Word, Excel, Teams, etc.).

## Security and Compliance

- Full compliance with POPIA and other data protection regulations.
- Role-based access control and multi-factor authentication.
- Encrypted data storage and secure transmission.

# • Performance and Scalability

- Support for up to 5,000 concurrent users.
- Dynamic scalability to accommodate future growth in user base and content.

# Al Capabilities

- Natural language processing for intelligent search.
- Machine learning for usage insights and predictive analytics.
- Provide users with predictive suggestions based on usage patterns.

## Automated Workflows:

- Enable Al-driven recommendations for workflow improvements.
- Automate repetitive tasks such as routing approvals and notifications.

## Al-Driven Insights:

- Provide analytics and insights into document usage, storage trends, and compliance status.
- Use machine learning to recommend actions based on organisational data.

## o Chatbots:

- Deploy chatbots to handle common gueries.
- Integrate chatbots with SACPCMP's systems to provide realtime support and FAQs.

## Subscription Model:

The KMS will include a tiered subscription model as follows:

#### 2. Deliverables:

- Fully functional knowledge hub with all SACPCMP requirements stated under "Key requirements" section
- Development of a fully scalable application environment where system and data expansion will require minimal effort and investment.
- Development of an online knowledge management on a robust platform

that is fully secured from environmental conditions such as load-shedding with minimal hardware investment.

- Provision of off-site backup strategy for SACPCMP documentation
- Migration of documents and metadata to the KMS.
- Integration of DMS and Intranet with SACPCMP's IT systems.
- Training for end-users and administrators.
- 12 months of post-implementation support.

## 3. MANDATORY REQUIREMENTS

## **GENERAL MANDATORY REQUIREMENTS**

- 3.1 Quotations will be disqualified or excluded under the following conditions:
  - 3.1.1 Submission after the deadline.
  - 3.1.2 Quotations submitted to an incorrect email address
  - 3.1.3 Service Providers whose tax matters are not in order at the time when SACPCMP makes an appointment.
  - 3.1.4 Not including a valid original tax clearance
  - 3.1.5 Not including a valid CSD certificate

## 4 MINIMUM FUNCTIONAL REQUIREMENTS

The Knowledge Management System (KMS) must meet the following minimum functional requirements to ensure seamless operation, scalability, and alignment with SACPCMP's strategic goals. These requirements are divided into core areas addressing general functionality, technical capabilities, compliance, reporting, and user support.

## 4.1 General Requirements

- 4.1 **User-Friendly Interface**: Intuitive interface accessible by all user levels, supporting both internal staff and external stakeholders.
- 4.2 Role-Based Access Control: Ensure access to documents and workflows is restricted based on user roles and responsibilities.
- 4.3 **Mobile Compatibility**: Provide seamless access across devices, including desktop, laptop, tablet, and smartphone.
- 4.4 **Multi-Language Support**: Support for multiple languages to accommodate diverse user groups.
- 4.5 **Document Lifecycle Management**: Automated version control, approval workflows, and document expiry notifications.

## 4.2 Technical Requirements

# • Integration Capabilities:

- o Integrate seamlessly with Microsoft SharePoint Online.
- Support Active Directory (AD) for single sign-on and role management.
- Provide APIs or connectors for integration with MyMembership or similar platforms.
- o Provide APIs or connectors for integration with sage evolution

 Provide APIs or connectors for integration with payment gateway (Netcash)

# Scalability:

- Support up to 5,000 concurrent users with dynamic scalability for future growth.
- High availability with 99.9% uptime.

# Data Security:

- o Compliance with POPIA and ISO 27001 standards.
- Encryption for data at rest and in transit.
- Audit trails for document access and modifications.

# Al Capabilities:

- Intelligent search powered by natural language processing (NLP).
- o Al-driven content recommendations and categorisation.
- Chatbots for real-time query management and personalised support.

# Compliance and Security

## o Compliance:

- Full adherence to POPIA, ISO 27001, and other relevant data protection regulations.
- Built-in compliance tracking and reporting tools.

## Security Features:

- Role-based access controls with multi-factor authentication (MFA).
- Encryption of data at rest and in transit.
- Comprehensive audit trails and activity logs.

## o Backup and Disaster Recovery:

- Daily automated backups stored securely offsite.
- Disaster recovery capabilities ensuring minimal downtime.

# Reporting and Analytics:

# o Customisable Dashboards:

 Real-time dashboards providing insights into system usage, subscription trends, and content engagement.

## Advanced Analytics:

- Generate reports on document lifecycle, user activity, and compliance status.
- Predictive analytics to identify user trends and content needs.

## o Export Options:

Reports available in multiple formats, including PDF, Excel, and CSV.

## • Subscription Management:

## Subscription Model:

 The system should support and align with the approved subscription structure, ensuring flexibility to accommodate the organisation's requirements.  Integration with secure payment gateways for subscription processing.

## Ontent Access:

 Access to premium content and CPD-accredited materials should be aligned with role-based permissions and the approved subscription structure.

## O User Notifications:

 Automated alerts for subscription renewals, upcoming events, and CPD opportunities.

# • Implementation Plan:

## o Implementation Plan:

- Phased implementation approach with clear milestones and deliverables.
- Seamless migration of existing knowledge resources and metadata.
- Rigorous testing, including User Acceptance Testing (UAT).

# User Support:

- o Comprehensive training sessions for staff and stakeholders.
- o 12 months of post-implementation technical support.
- Accessible knowledge base and FAQs integrated into the system.

# • Service and Support:

# Service Level Agreements (SLAs):

Provide defined response and resolution times for system issues.

#### o Training:

- Deliver end-user training for all staff.
- Provide administrator training for system management and troubleshooting.

## Ongoing Support:

 Offer technical support and system updates for at least 12 months post-implementation.

#### o Documentation:

- Include comprehensive user manuals and technical documentation.
- Provide knowledge base resources accessible through the Intranet.

#### Future-Readiness

#### o Customisation:

 Ability to customise workflows, templates, and interfaces based on organisational needs.

# • Emerging Technologies:

 Flexibility to incorporate future advancements in AI and machine learning.

#### Scalable Infrastructure:

o Infrastructure designed to support organisational growth and

#### 4.3 EXPERIENCE AND QUALIFICATIONS

# **Company Experience**

- A minimum of five years of experience in implementing Knowledge Management Systems (KMS), Intranet platforms, and AI-powered solutions.
- Demonstrated expertise in delivering solutions on Microsoft SharePoint Online or equivalent platforms.
- Experience in working with regulatory compliance standards, including POPIA and ISO 27001.
- Proven track record of successful system integrations with Active Directory (AD), Active Directory Azure and third-party systems such as MyMembership or similar platforms and accounting systems, payment gateway
- Proven track record for successful system with virtual events hosting functionality

#### References

- Provide at least five references from projects completed within the last five years.
  - Each reference must include:
- Project name and description.
- Client organisation name and contact details.
- Duration and timeline of the project.
- Summary of deliverables and outcomes achieved.
- The SACPCMP reserves the right to contact references for verification.

# **Team Qualifications and Composition**

Key personnel must hold relevant certifications, such as:

- Relevant certifications (e.g., Microsoft Certified Solutions Expert (MCSE), Microsoft Certified: Power Platform Specialist, etc.)
- Specific experience in implementing DMS, Intranet, and AI systems
- Demonstrable expertise in system integration, workflow automation, and user training.
- IT Governance: COBIT 2019, ITIL 4
- Team composition must include:
  - Project Manager: At least 5 years of experience in managing IT implementation projects. (PRINCE2, PMP, Agile PM etc).
  - Solution Architect: Expertise in SharePoint Online design and system integration. (TOGAF, GWEA, SABSA etc.)
  - Al Specialist: Proven track record in deploying Al tools such as chatbots, predictive analytics, robotics and machine learning models. Certified Al Fundamentals (Added advantage).

 Trainer/Support Lead: Skilled in delivering end-user training and providing post-implementation support.

Detailed CVs must be submitted for all key team members, highlighting relevant experience and skills.

# **Technical Capability**

Demonstrate their technical capability to implement a robust, scalable, and compliant KMS and Intranet solution.

The proposal should include:

- A description of tools and technologies that will be used for the implementation.
- Strategies for system integration, data migration, and workflow automation.
- Approach to deploying and optimising Al-powered features, including chatbots and predictive analytics.

## **Familiarity with Regulatory Requirements**

- Experience ensuring compliance with South African data protection regulations (e.g., POPIA).
- Ability to align IT operations with internationally recognised standards, including:
  - ISO 27001: Information Security Management Systems
  - o ISO 22301: Business Continuity Management
  - o ITIL 4: IT Service Management
- Experience in implementing security measures such as role-based access control, encryption, and audit trails to meet regulatory compliance.
- Awareness of best practices in handling sensitive data and ensuring confidentiality, integrity, and availability of information.

## **Continuous Improvement Initiatives**

- A commitment to continuous improvement must be evident in the bidder's approach to the project.
- Proposals should outline how the solution will adapt to emerging technologies, organisational growth, and evolving regulatory requirements.
- Bidders must describe their approach to system updates, maintenance, and scalability.
- Experience integrating emerging technologies, such as AI and automation, to enhance infrastructure and service delivery.

## 3 SPECIAL CONDITIONS

- 3.1 All enquiries must be EMAILED to <u>tenders@sacpcmp.org.za</u>, during office hours between 09h00 and 16h30.
- **3.2** SACPCMP reserves the right not to consider any Quotation not fully completed.
- **3.3** By accepting to take part in the Quotation process, you agree to keep in confidence all information imparted to you in relation with the Quotation process, not to disclose it to third parties and not to use it for other purpose than the Quotation.
- **3.4** The Respondent is responsible for all costs incurred in the preparation and submission of the Quotation.
- **3.5** A copy/s of any affiliations, memberships and/or accreditations that support your submission must be included in the Quotation.
- **3.6** Kindly note that SACPCMP is entitled to:
  - 3.6.1 Amend any RFQ conditions, validity period, specifications, or extend the closing date and/or time of RFQ's before the closing date. All Respondents, to whom the RFQ documents have been issued, will be advised in writing of such amendments in good time.
  - **3.6.2** Verify any information contained in a Quotation.
  - 3.6.3 Not appoint any bidder.
  - 3.6.4 Vary, alter, and/or amend the terms of this RFQ, at any time prior to the finalisation of its adjudication hereof.
  - 3.6.5 Disqualify Quotations that contain an omission of disclosure of material information, that is factually inaccurate, and/or contains a misrepresentation.
  - 3.6.6 Not accept the lowest Quotation or any Quotation in part or in whole. The SACPCMP normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose Quotation is technically acceptable and/or financially advantageous to the SACPCMP.
  - 3.6.7 Appointment as a successful contractor shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement within 30 (thirty) days from the appointment date, the SACPCMP shall be entitled to appoint the contractor who was rated 2nd (second), and so on.
  - 3.6.8 Cancel or withdraw from this RFQ as a whole or in part without furnishing reasons and without attracting any liability.
  - 3.6.9 This Quotation and its acceptance shall be subject to the terms and conditions contained in this RFQ document.

## 4 QUOTATION

**4.1** Email Quotations should be submitted by **16h00 on 07 March 2025** the following email addresses: <a href="mailto:tenders@sacpcmp.org.za">tenders@sacpcmp.org.za</a>

#### 5 **BID EVALUATION**:

# 1<sup>st</sup> Evaluation – Technical Evaluation

# 5.1 Technical Evaluation

For a bidder to proceed to the next evaluation phase they must score at least 70 on the technical evaluation.

## **Technical Evaluation Criteria**

	Criteria	Scoring Guidelines	Points
1	Company Experience Proven experience delivering KMS for organisations of similar size.  Previous experience in provision of knowledge management system	<ul> <li>Points will be allocated as follows:</li> <li>5+ years with 3 compliant reference letters= 10 points</li> <li>3-4 years with 3 compliant reference letters= 7 points</li> <li>1-2 years with 3 compliant reference letters= 3 points</li> <li>No compliant reference letter = 0 points</li> </ul>	10
2	Team Qualifications and Comp	oosition	
2.1	Qualifications Evaluates the qualifications, certifications, and relevant experience of the project team.	Points will be allocated as follows:  • 10 Points: Microsoft 365 Certifications, Architecture, Data and Al Certifications, Project Management, Security and Compliance, Cloud and Infrastructure, and demonstrated experience.  • 5 Points: 3 or less key roles are covered with relevant experience and certifications.  • 0 Points: Insufficiently qualified or inexperienced team.  5 CVs provided and compliant with TOR requirement	10
		See Annexure A comprehensive list of qualifications per key role.	
2.2	Composition	<ol> <li>Project Manager: At least 5 years of experience in managing IT implementation projects.</li> <li>Solution Architect: Expertise in SharePoint Online design and system integration.</li> <li>Al Specialist: Proven track record in deploying Al tools such as chatbots, predictive analytics, and machine learning models.</li> <li>Trainer/Support Lead: Skilled in delivering end-user training</li> </ol>	5

		<del>-</del>	
		and providing post- implementation support.	
		Detailed CVs must be submitted for all key team members, highlighting relevant experience and skills.	
		4 CVs provided and compliant with TOR requirement – 10	
3.1	•A description of tools and technologies that will be used for the implementation. •Strategies for system integration, data migration, and workflow automation. •Approach to deploying and optimising Al-powered features, including chatbots and predictive analytics.	Points will be allocated as follows: Fully meets all technical requirements addressed all 6 scope areas: 15 •Meets most requirements addressed 4 and above scope areas: 10 •Meets some requirements addressed 3 scope areas: 8 •Does not meet requirements addressed 2 or less scope areas: 0 Proposal must address all scope areas  • Tools and technologies that will be used  • Strategies for integration  • Strategies for data migration  • Strategies for system integration  • Workflow automation  • Al powered features	15
3.2	Technical Capability	The service provider should have its	5
3.2	. ,	own backup system.	5
3.2	The service provider should	<ul><li>own backup system.</li><li>Fully meets all requirements: 5</li></ul>	5
3.2	. ,	own backup system.	5
	The service provider should have its own backup system.  Methodology	<ul><li>own backup system.</li><li>Fully meets all requirements: 5</li><li>Does not meet requirements: 0</li></ul>	
	The service provider should have its own backup system.  Methodology  Comprehensive	<ul> <li>own backup system.</li> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> </ul> Points will be allocated as follows: <ul> <li>5 Points: Detailed phased plan</li> </ul>	
	The service provider should have its own backup system.  Methodology	<ul> <li>own backup system.</li> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> </ul> Points will be allocated as follows: <ul> <li>5 Points: Detailed phased plan with clear milestones,</li> </ul>	
	The service provider should have its own backup system.  Methodology  Comprehensive Implementation Plan  Detailed plan covering	<ul> <li>own backup system.</li> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> <li>Points will be allocated as follows:</li> <li>5 Points: Detailed phased plan with clear milestones, timelines.</li> <li>3 Points: Clearly defined plan</li> </ul>	
	The service provider should have its own backup system.  Methodology  Comprehensive Implementation Plan  Detailed plan covering  • Project methodology,	<ul> <li>own backup system.</li> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> </ul> Points will be allocated as follows: <ul> <li>5 Points: Detailed phased plan with clear milestones, timelines.</li> <li>3 Points: Clearly defined plan with minor omissions.</li> </ul>	
	The service provider should have its own backup system.  Methodology  Comprehensive Implementation Plan  Detailed plan covering	<ul> <li>own backup system.</li> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> <li>Points will be allocated as follows:</li> <li>5 Points: Detailed phased plan with clear milestones, timelines.</li> <li>3 Points: Clearly defined plan with minor omissions.</li> <li>0 Points: Limited or unclear</li> </ul>	
4	The service provider should have its own backup system.  Methodology  Comprehensive Implementation Plan  Detailed plan covering  • Project methodology,  • milestones and Turnaround times  • Reporting.	<ul> <li>own backup system.</li> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> <li>Points will be allocated as follows:</li> <li>5 Points: Detailed phased plan with clear milestones, timelines.</li> <li>3 Points: Clearly defined plan with minor omissions.</li> <li>0 Points: Limited or unclear implementation approach.</li> </ul>	5
	The service provider should have its own backup system.  Methodology  Comprehensive Implementation Plan  Detailed plan covering  • Project methodology,  • milestones and Turnaround times	<ul> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> <li>Points will be allocated as follows:         <ul> <li>5 Points: Detailed phased plan with clear milestones, timelines.</li> <li>3 Points: Clearly defined plan with minor omissions.</li> <li>0 Points: Limited or unclear implementation approach.</li> </ul> </li> <li>Fully meets all requirements: 5</li> </ul>	
4	The service provider should have its own backup system.  Methodology  Comprehensive Implementation Plan  Detailed plan covering  • Project methodology,  • milestones and  Turnaround times  • Reporting.  Risk Management  • Provide risk management	<ul> <li>own backup system.</li> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> <li>Points will be allocated as follows:</li> <li>5 Points: Detailed phased plan with clear milestones, timelines.</li> <li>3 Points: Clearly defined plan with minor omissions.</li> <li>0 Points: Limited or unclear implementation approach.</li> </ul>	5
4	The service provider should have its own backup system.  Methodology  Comprehensive Implementation Plan  Detailed plan covering  • Project methodology,  • milestones and Turnaround times  • Reporting.  Risk Management  • Provide risk management processes for Knowledge	<ul> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> <li>Points will be allocated as follows:         <ul> <li>5 Points: Detailed phased plan with clear milestones, timelines.</li> <li>3 Points: Clearly defined plan with minor omissions.</li> <li>0 Points: Limited or unclear implementation approach.</li> </ul> </li> <li>Fully meets all requirements: 5</li> </ul>	5
4	The service provider should have its own backup system.  Methodology  Comprehensive Implementation Plan  Detailed plan covering  • Project methodology,  • milestones and  Turnaround times  • Reporting.  Risk Management  • Provide risk management	<ul> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> <li>Points will be allocated as follows:         <ul> <li>5 Points: Detailed phased plan with clear milestones, timelines.</li> <li>3 Points: Clearly defined plan with minor omissions.</li> <li>0 Points: Limited or unclear implementation approach.</li> </ul> </li> <li>Fully meets all requirements: 5</li> </ul>	5
4	The service provider should have its own backup system.  Methodology  Comprehensive Implementation Plan  Detailed plan covering  • Project methodology,  • milestones and  Turnaround times  • Reporting.  Risk Management  • Provide risk management processes for Knowledge management projects in place  • Describe business	<ul> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> <li>Points will be allocated as follows:         <ul> <li>5 Points: Detailed phased plan with clear milestones, timelines.</li> <li>3 Points: Clearly defined plan with minor omissions.</li> <li>0 Points: Limited or unclear implementation approach.</li> </ul> </li> <li>Fully meets all requirements: 5</li> </ul>	5
4	The service provider should have its own backup system.  Methodology  Comprehensive Implementation Plan  Detailed plan covering  • Project methodology,  • milestones and Turnaround times  • Reporting.  Risk Management  • Provide risk management processes for Knowledge management projects in place  • Describe business continuity plan in place	<ul> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> <li>Points will be allocated as follows:         <ul> <li>5 Points: Detailed phased plan with clear milestones, timelines.</li> <li>3 Points: Clearly defined plan with minor omissions.</li> <li>0 Points: Limited or unclear implementation approach.</li> </ul> </li> <li>Fully meets all requirements: 5</li> </ul>	5
4	The service provider should have its own backup system.  Methodology  Comprehensive Implementation Plan  Detailed plan covering	<ul> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> <li>Points will be allocated as follows:         <ul> <li>5 Points: Detailed phased plan with clear milestones, timelines.</li> <li>3 Points: Clearly defined plan with minor omissions.</li> <li>0 Points: Limited or unclear implementation approach.</li> </ul> </li> <li>Fully meets all requirements: 5</li> </ul>	5
5	The service provider should have its own backup system.  Methodology  Comprehensive Implementation Plan  Detailed plan covering  • Project methodology,  • milestones and Turnaround times  • Reporting.  Risk Management  • Provide risk management processes for Knowledge management projects in place  • Describe business continuity plan in place  • Identify risks associated with KMS and mitigations in place	<ul> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> <li>Points will be allocated as follows: <ul> <li>5 Points: Detailed phased plan with clear milestones, timelines.</li> <li>3 Points: Clearly defined plan with minor omissions.</li> <li>0 Points: Limited or unclear implementation approach.</li> </ul> </li> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> </ul>	5
4	The service provider should have its own backup system.  Methodology  Comprehensive Implementation Plan  Detailed plan covering	<ul> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> <li>Points will be allocated as follows: <ul> <li>5 Points: Detailed phased plan with clear milestones, timelines.</li> <li>3 Points: Clearly defined plan with minor omissions.</li> <li>0 Points: Limited or unclear implementation approach.</li> </ul> </li> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> </ul> <li>Fully compliant with the scope,</li>	5
5	The service provider should have its own backup system.  Methodology  Comprehensive Implementation Plan  Detailed plan covering  Project methodology,  milestones and Turnaround times  Reporting.  Risk Management  Provide risk management processes for Knowledge management projects in place  Describe business continuity plan in place  Identify risks associated with KMS and mitigations in place  Alignment with Scope	<ul> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> <li>Points will be allocated as follows: <ul> <li>5 Points: Detailed phased plan with clear milestones, timelines.</li> <li>3 Points: Clearly defined plan with minor omissions.</li> <li>0 Points: Limited or unclear implementation approach.</li> </ul> </li> <li>Fully meets all requirements: 5</li> <li>Does not meet requirements: 0</li> </ul>	5

	<ul> <li>Knowledge management,</li> <li>The system must include functionality for hosting webinars with breakaway virtual rooms</li> <li>The system can be accessed through laptops, mobile phones ect</li> <li>Al capabilities.</li> <li>User-Friendly Interface</li> <li>Role-Based Access Control</li> <li>Mobile Compatibility:</li> <li>Multi-Language Support:</li> <li>Document Lifecycle Management</li> <li>Mobile Compatibility:</li> <li>Search and Retrieval</li> <li>Al-powered predictive suggestions</li> <li>Subscription Management</li> <li>Reporting and Analytics</li> <li>Compliance and Security</li> <li>Continuous Improvement Initiatives</li> <li>Integration Capabilities</li> <li>User support</li> <li>Scalability and Future-Readiness</li> <li>Emerging technologies</li> <li>Data Security</li> <li>Service and Support</li> <li>User support</li> </ul>	<ul> <li>Substantially meets requirements, covering up to 22 scope areas: 17</li> <li>Partially meets requirements, covering up to 10 scope areas: 10</li> <li>Does not meet requirements addressed less than 5 scope areas: 5</li> </ul>	
8.	Integration Capabilities Evaluates the bidder's ability to integrate the proposed system seamlessly with SACPCMP's existing platforms, including SharePoint Online, Active Directory, and My Membership, Evolution, payment gateway Proposals with detailed technical solutions will receive full points.  Compliance with Regulatory	Points will be allocated as follows:  • 15 Points: Provides a detailed, robust integration plan ensuring seamless compatibility with existing systems  • 10 Points: Proposes a basic integration plan with some gaps in technical detail.  • 0 Points: Missing or inadequate integration plan.  Points will be allocated as	15
	Requirements Measures how well the solution ensures compliance with POPIA, ISO 27001, and other standards.	<ul> <li>follows:         <ul> <li>10 Points: Comprehensive compliance with robust security features (encryption, audit trails, etc.).</li> <li>5 Points: Meets most compliance requirements, but some minor gaps exist.</li> </ul> </li> <li>2 Points: Limited compliance and security measures.</li> </ul>	

	•	<b>0 Points</b> : Inadequate or irrelevant compliance and security measures	
Total			100

Bidders will be required to score 70 points and above to move to the second phase of evaluation.

# 2<sup>nd</sup> Phase of Evaluation

The evaluation phase will be evaluated as follows:

Description	Number of points for preference
Price	80
Specific goals	Number of points for preference
More than 30% black shareholding or	10
owned enterprise.	
More than 30% woman or women	2
shareholding or owned enterprise.	
More than 30% youth shareholding or	2
owned enterprise.	
More than 30% of people living with	1
disability shareholding or owned	
enterprise.	
RDP Goals	
SMMEs	5

## 6 **Quotation Price**

These requirements are only minimum requirements. It is required that Service provider familiarise himself/herself with the details of the services/ supplies to be able for him/her to quote accordingly. The quoted price must be in South African Rands and be inclusive of 15% VAT.

# **6.1 PRICING SCHEDULE**

PROJECT STRUCTURE (please include delivery costs, if any)				
ITEM NO	ITEM DESCRIPTION	QTY	PRICE	Total
1				
2				
3				

4			
5			
6			
7			
8			
9			
10	Maintenance and support		

Please indicate how the line items factored into your costing breakdown of services.

NB: Validity period for this RFQ should be at least 3 Months from the date of submission.

## 7 General Conditions of Contract

General Conditions of Contract (GCC) as per National Treasury will apply. Service providers must familiarise themselves with these conditions as they will be applicable throughout the duration of the contract period.

## 8 Evaluation Criteria

Quotations received will be evaluated according to the prescriptions of the Preferential Procurement Regulations 2022 issued on 4 November 2022 pertaining to the Act and the SACPCMP Procurement Policy determined within the framework of the Act. The 80/20 preference point system will apply.

#### 9 Contract Management

/	Authorised Bidder's Signature							
_		_						_
	duration and value of services.							
	The Service Provider will be req	quirea to	sign a	Standard	Contract	based	tor	tr

## PLEASE NOTE

- 1. Any quotation submitted after the closing date and time shall **NOT** be considered.
- 2. Ensure that your Quotation/ quotation clearly covers **ALL** the above aspects of the RFQ.
- 3. **DO NOT** include insurance to your quote as SACPCMP provides its own insurance.
- 4. ALL QUOTATIONS and ENQUIRIES are to be addressed to the respective person stipulated on the Request for Quotation in Supply Chain Management Department.
- 5. The SACPCMP reserves the right to cancel the procurement process at any time without notice, and not issue the order.
- 6. Conditional quotations will be subject to SACPCMP acceptance and approval

processes.

- 7. It is no longer compulsory for bidders to submit SBD 4, 8 & 9 together with this RFQ on the stipulated closing date.
- 8. The SACPCMP shall request the preferred bidder / service provider to complete and submit SBD 4, 8 & 9 before any awards are finalised. The SBD form shall be valid for a period of twelve (12) months from the date submitted. The onus will rest with the service provider who has been awarded the services to inform SACPCMP of any changes to the information provided on such SBD forms. Failure to do so will result in misrepresentation of facts/ information and may results in SACPCMP terminating the service or contract.
- 9. Payment terms: compliant invoices will be processed within 30 days after receipt.

## FOR OFFICE USE ONLY

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#### **SBD 6.1**

#### 1. GENERAL CONDITIONS

- 1.1 The following preference point systems are applicable to all bids/ Quotations:
  - the 80/20 system for requirements with a Rand value of above R30,000 and up to R50 000 000 (all applicable taxes included); and
  - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).
- 1.2 The value of this bid cannot exceed an estimated amount of R50 000 000 (including all applicable taxes) and therefore the 80/20preferential procurement point system shall be applicable.
- 1.3 Preference points for this bid shall be awarded for:
  - (a) Price; and
  - (b) Specific preference points
- 1.4 The maximum points for this bid/ Quotation are allocated as follows:

Description	Number of points for preference
Price	80
Specific goals	Number of points for preference
More than 30% black shareholding or	10
owned enterprise.	
More than 30% woman or women	2
shareholding or owned enterprise.	

More than 30% youth shareholding or	2
owned enterprise.	
More than 30% of people living with	1
disability shareholding or owned	
enterprise.	
RDP Goals	
SMMEs	5
TOTAL	100

- 1.6 Any specific goal for which a point may be awarded must be clearly specified in the invitation to submit a tender.
- 1.7 Tenderer failing to submit proof of required evidence to claim preferences for other specified goals, may only score in terms of the 80 or 90 points for price; and scores points out of 20 or 10 points, the relating to specific goals stated in the invitation to submit a tender
- 1.8 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim deemed fit in any manner required by the purchaser.

## 2. **DEFINITIONS**

Black People"	has the meaning assigned to it in section			
	1 of the Broad Based Black Economic			
	Empowerment Act.			
"Disability"	means in respect of a person, a			
	permanent means, in respect of a			
	person, a permanent impairment of a			
	physical, intellectual, or sensory function,			
	which results in restricted, or lack of,			
	ability to perform an activity in the			
	manner, or within the range, considered			
	normal for a human being.			
Highest acceptable tender";	means a tender that complies with all			
	specifications and conditions of tender			
	and that has the highest price compared			
	to other tenders			

Historically Disadvantaged Inc	dividual	means a South African citizen: who, due
(HDI)"		to the apartheid policy that had been in
		place, had no franchise in national
		elections prior to the introduction of the
		Constitution of the Republic of South
		Africa, 1983 (Act No 110 of 1983) or the
		Constitution of the Republic of South
		Africa, 1993, (Act No 200 of 1993) ("the
		Interim Constitution); and/or who is a
		female; and/or who has a disability:
		provided that a person who obtained
		South African citizenship on or after the
		coming to effect of the Interim
		Constitution, is deemed not to be a HDI
People with disabilities".		In terms of the Code of Good Practice on
и		the Employment of Persons with
		disabilities: it is persons who have a long-
		term or recurring physical or mental
		impairment, which substantially limits
		their prospects of entry into, or
		advancement in employment
Price"		means an amount of money tendered for
		goods or services, and includes all
		applicable taxes less all unconditional
		discounts;
SMMEs"		means small businesses; as defined in
		section 1 of the National Small Business
		Act, 1996 (Act No 102 of 1996) a
		separate and distinct business entity,
		including co-operative enterprises and
		non-governmental organisations,
		managed by one owner or more which,
		including its branches or subsidiaries, if
		any, is predominantly carried on in any
		sector or sub sector of the economy
		mentioned in Column I of the Schedule
		and which can be classified as a micro-,

	a very small, a small or a medium			
	enterprise by satisfying the criteria 40			
	mentioned in columns 3; 4 and 5 of the			
	Schedule opposite the smallest relevant			
	size or class as mentioned in column 2 of			
	the Schedule.			
"Specific goals"	means specific goals as contemplated in			
	section 2(1)(d) of the Act which may			
	include contracting with persons, or			
	categories of persons, historically			
	disadvantaged by unfair discrimination			
	on the basis of race, gender and			
	disability including the implementation of			
	programmes of the Reconstruction and			
	Development Programme as published			
	in Government Gazette No. 16085 dated			
	23 November 1994;			
"Tender"	means a written offer in the form			
	determined by an organ of state in			
	response to an invitation to provide			
	goods or services through price			
	quotations, competitive tendering			
	process or any other method envisaged			
	in legislation;			
Youth"	means persons between the ages of 14			
	and 35 as the National Youth			
	Development Agency Act 54 of 2008.			

- (a) "B-BBEE" means Broad-Based Black Economic Empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) "B-BBEE status level of contributor" means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad- Based Black Economic Empowerment Act;
- (c) "bid" means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or Quotations;

- (d) "Broad-Based Black Economic Empowerment Act" means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) "EME" means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) "functionality" means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) "prices" includes all applicable taxes less all unconditional discounts;
- (h) "proof of B- BBEE status level of contributor" means:
  - B-BBEE Status level certificate issued by an authorised body or person;
  - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice:
  - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- "QSE" means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) "rand value" means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

## 3. POINTS AWARDED FOR PRICE

#### 3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$\square$ $Pt$ $\square$ $Pmin$ $\square$		$Ps \square 90^{\square}1 \square Pt \square Pmin \square$
Ps □ 80 □ 1 □ □ □ □ □ □ □ □ □ □ □ □ □ □ □	or	

Where-

Ps	=	Points scored for price of bid under
Pt	=	Price of bid under consideration

Pmin = Price of lowest acceptable bid	
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# 4. POINTS AWARDED FOR SPECFIC PREFERENTIAL GOALS

Specific goals	Number of points for preference
More than 30% black shareholding or	10
owned enterprise.	
More than 30% woman or women	2
shareholding or owned enterprise.	
More than 30% youth shareholding or	2
owned enterprise.	
More than 30% of people living with	1
disability shareholding or owned	
enterprise.	
RDP Goals	
SMMEs	5
TOTAL	20

# 5. SUB-CONTRACTING

5.1	Will any	portion of th	ne contract be sub-contracted? ( <i>Tick applicable</i>
	box)		
	YE	NO	$\neg$

7	1	1	If you	nlagea	indicate
1	- 1		II VAS	DIEASE	moncare:

i)	What percentage of the contract will be subcontracted	%
ii)	The name of the sub-contractor	
iv)	Whether the sub-contractor is an EME or QSE (Tick applicable box)	
	YE NO	
v)	Specify, by ticking the appropriate box, if subcontracting with an enterp	rise
	in terms of Preferential Procurement Regulations 2017	

Designated Group: An EME or QSE which is at last 51% owned by:	EM E √	QSE √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		

	OR
Any	EME
Any	QSE
8.	DECLARATION WITH REGARD TO COMPANY/FIRM
8.1 firm	Name of company name
8.2	VAT registration per
8.3 numb	Company registration per
8.4	TYPE OF COMPANY/ FIRM [TICK APPLICABLE BOX]
	<ul> <li>Partnership/Joint Venture / Consortium</li> <li>One-person business/sole propriety</li> <li>Close corporation</li> <li>Company</li> <li>(Pty) Limited</li> </ul>
8.5	DESCRIBE PRINCIPAL BUSINESS ACTIVITIES
8.6	COMPANY CLASSIFICATION [TICK APPLICABLE BOX]
	<ul> <li>Manufacturer</li> <li>Supplier</li> <li>Professional service provider</li> <li>Other service providers, e.g. transporter, etc.</li> </ul>
8.7 busin	Total number of years the company/firm has been in ess
8.8	I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificates, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:
	i) The information furnished is true and correct.
	ii) The preference points claimed are in accordance with the General

Conditions as indicated in paragraph 1 of this form.

- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct.
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have
  - (a) disqualify the person from the bidding process.
  - (b) recover costs, losses, or damages it has incurred or suffered as a result of that person's conduct.
    - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation.
  - (d) recommend that the bidder or contractor, its shareholders, and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the audi alteram partem (hear the other side) rule has been applied; and
  - (e) forward the matter for criminal prosecution.

WITNESSES	SIGNATURE(S) OF BIDDERS(S)
1	DATE:
2	ADDRESS:

# Addendum B; Valid Tax Clearance Certificate.