



TERMS OF REFERENCE

THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CASE MANAGEMENT SYSTEM SUPPORT TO COMPANIES TRIBUNAL FOR A PERIOD OF SIX (6) MONTHS

1. PURPOSE

To appoint a service provider to support to the Companies Tribunal Case Management System for a period of six months.

2. BACKGROUND

The Companies Tribunal (CT) which is an agency of the Department of Trade, Industry and Competition is looking for a service provider to provide CT with a service of Application Support and Maintenance for a period of six (6) months. **The Service Provider must have the experience and expertise in Case Management System (CMS) built in K2 Workflow.** The successful service provider should ensure that the core application (CMS) is efficiently operational and functional as expected.

3. OBJECTIVES

- a) The bidders must submit a detailed company profile, detailing the history and background;
- b) Provide a list of clients where similar services were rendered on a regular basis in the past 5 years;
- c) CV/Resume(s) and qualifications of a resource(s) responsible to handle the allocated tasks;
- d) Allocated resource(s) must possess the K2 Five, SharePoint, MS SQL, IIS and .Net experience;
- e) Provide surety about privacy and security of the CT information.

4. SCOPE AND EXTENT OF WORK

Service Provider should also ensure the following:

- a) Glitches on the system are resolved;
- b) Changes proposed are developed and implemented effectively;
- c) Changes are developed and tested on testing environment then deployed to production site;
- d) System performance is fine-tuned and optimal;
- e) Processes are amended and aligned to case procedures;
- f) Troubleshoot calls logged of faults reported by clients;
- g) Ensure the availability and accessibility of the optimal application/system;
- h) Functional user acceptance of system testing before deployment;
- i) Update relevant user procedure manuals after every change made.

5. EVALUATION AND SELECTION PROCESS

Companies tribunal will evaluate all proposals in terms of Preferential Procurement Policy Framework Act. No.5 of 2000 (PPPFA). 3 phase evaluation criteria will be considered in evaluating the bid as follows:

5.1. Phase 1: Pre-Qualification Criteria (Mandatory requirements)

- Proof of registration on the Central Supplier Database
- Company registration documents
- SBD4
- SBD6.1
- SBD8
- SBD9
- Original valid tax clearance certificate
- Two enveloped system, one containing the Functionality and the other envelope containing Price and B-BBEE certificate or sworn affidavit.

5.2. Phase 2: Functional/Technical Evaluation

Only bidders that have met the pre-qualification criteria will be evaluated for functional evaluation. In this phase the evaluation will be based on the bidder's responses in respect of the bid proposal. Prospective bidders who score a minimum of 65 or more points will be considered for the next phase 3 (Price and B-BBEE Status level contributor)

All proposals will be evaluated for functionality as follows:

Technical (Functionality) proposal	Weight	Score	Total
<p>1 Company Information and relevant experience:</p> <p>History/background of the bidder including the number of years in operation specializing in system/application development, customization, maintenance and support of K2.</p> <p>Between 0 – 5 years = 5 points More than 5 – 10 years = 15 points More than 10 years and above = 20 points</p>	25		
<p>2 Competency requirements:</p> <p>Provide a list of similar projects undertaken at other organizations, more particularly government entities with detailed description of the project. The evidence must be specifically about a System or Case Management System built in K2 Workflow.</p>	30		
<p>3 Technical:</p> <ul style="list-style-type: none"> • Service provider must have the capabilities of performing point 4 (Scope) and expected to be in conformation to point 3 (Objectives) • Provide CV's and Qualifications of Project Team members • Ability to provide a resource(s) to provide support on the system within 8 hours of the request • Ability to commence with duties within one week of appointment. 	30		
<p>4 Reference Letters:</p> <ul style="list-style-type: none"> • Provide at least 3 Written and contactable reference letters from clients where a similar service has been rendered. <p>0 reference letters – 1 point 1 reference letters – 2 points 2 reference letters – 3 points 3 reference letters – 4 points More than 4 reference letters – 5 points</p>	15		
Total technical points	100		
Minimum threshold for technical (functionality)	65		

A point scoring system would be utilised as follows

Score	Description
1	Does not meet requirements, or no information supplied.
2	Meet some of the requirements
3	Almost meet all requirements
4	Fully meet all requirements
5	Exceeds all requirements

5.3. Phase 3: Price and Specific goals

Points awarded for price

The 80-preference points system for price would be utilized for procurement with a contract of up to R50 000 000.00 (VAT inclusive).

The following formula would be applied:

$$P_s = 80[1 - \frac{P_t - P_{min}}{P_{min}}]$$

Where:

P_s = Points scored for price of bid under consideration

P_t = Rand value of bid under consideration

P_{min} = Rand value of lowest acceptable bid

Points awarded for specific goal contribution

A maximum of 20 points will be awarded for specific goal contributor.

Specific Goal	80/20
100% Black Owned	6
51% - 99% Black Owned	4
100% Black Women Owned	6
51% - 99% Black Women Owned	4
5% Youth Owned	2
2% Owned by Persons with Disabilities	1
Exempt Micro Enterprise (EME)	5
Qualifying Small Enterprise (QSE)	3

6. Validity of proposals

The Service Provider is required to confirm that it will hold its proposal valid for 60 days from the closing date of the submission of proposals.

7. Submission of proposals

Proposals must be submitted or delivered at Companies Tribunal at the following address:

Attention Supply Chain Management

The dtic Campus

Third Floor, Building E

77 Meintjies Street

Sunnyside

PRETORIA

0002

Or email to scm@companiestribunal.org.za

8. Enquiries

- Technical: Kaykay Sebokoane on 012 394 3587 or email to: ksebokoane@companiestribunal.org.za
- Supply Chain: Dikeledi Rathlogo on 012 394 3680 or email to: scm@companiestribunal.org.za

Approved by:

Simukele Khoza

Acting Chief Operations Officer

Companies Tribunal