



REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO RENDER PROJECT MANAGEMENT FOR DIGITAL SERVICES TO THE NHBC FOR A PERIOD OF TWO (02) YEARS.

RFP NO.: NHBC 13/2021

CLOSING DATE: 07 SEPTEMBER 2021

TIME: 11:00am

VIRTUAL NON-COMPULSORY BRIEFING SESSION
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DATE: 25 AUGUST 2021

TIME: 11:00am

LINK FOR VIRTUAL NON-COMPULSORY BRIEFING SESSION:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_MzgwN2ViNTQtYTA1Zi00OGFjLTg3ZTQtZDdhMjE5MTU0ZjI4%40thread.v2/0?context=%7b%22Tid%22%3a%223fa2c7f2-3ceb-4b67-aec9-08d186f26abc%22%2c%22Oid%22%3a%2293ef1ab6-b088-4810-becf-7c6460872237%22%7d

Link can also be accessed on our website: www.nhbc.org.za/current-tenders

1. TERMS AND CONDITIONS

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

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

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

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

- 1.22 All costs associated with the preparation and submission of the Bid is the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.
- 1.23 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.
- 1.24 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

2. BACKGROUND

2.1 ABOUT THE NHBRC

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

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

2.2 NHBRC OFFICES

2.2.1 The NHBRC is an organisation with a staff compliment of approximately **850** employees. The NHBRC's Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the following areas:

	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 (Bela Bela) - 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 (Mahikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberley) - Provincial	22	Gauteng (Tshwane) – Satellite

11	Kwa-Zulu Natal (Newcastle) - Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) - Satellite		

3. INTRODUCTION

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

VISION

To be the Champion of the Housing Consumers.

MISSION

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

MOTTO

Assuring Quality Homes.

STRATEGY OF NHBRC

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

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

4 PROJECT OVERVIEW

4.1 Purpose

4.1.1 The main objective is to appoint a suitable service provider for the provision of project management services for the implementation of the following projects:

- Digital Services Project
- Enterprise Architecture Project

4.2 Business Objectives

4.2.1 The NHBRC has now been in operation for more than twenty (20) Years and is on a significant growth path, as the organization grows; it is looking at streamlining its processes and enabling itself for a high rate of growth. Digital services initiative has been identified as one of the strategic move that will assist the business to meet its objectives.

4.2.2 The NHBRC is significantly changing its approach to delivering on its mandate. The NHBRC perceives its external stakeholders as business partners in order to jointly achieve success. Embarking on the digital transformation journey will bring about operational efficiencies and ensure that the organization remain relevant.

5. SCOPE OF WORK

5.1 The successful service provider will be responsible for providing project management services, which will form part of ensuring that the NHBRC is able to digitally transform its processes and business operations.

5.2 The successful service provider will be required to provide the NHBRC with Project Management Services, which will cover the following scope:

5.3 Implementation of the Digital Services project

5.3.1 The digital services project consists of the following three (3) phases:

- Phase 2 – Enrolment and Inspection (Refer to Annexure A for full breakdown)
- Phase 3 – Complaints and Remedial (Refer to Annexure A for full breakdown)
- Phase 4 – Reporting and Analytics (Analytics and Reporting will run parallel with Phase 2 and 3)

5.3.2 The service provider is required to allocate a senior project manager, for the implementation of the digital services project, which covers the three (3) phases mentioned in paragraph 5.3.1.

5.3.4 Phase 1 of the project has already commenced, **therefore; the successful service provider will only be responsible for the implementation of the remaining phases (phase 2, phase 3 and phase 4)**

5.3.5 The responsibilities of the project manager for digital services will include the following:

- Manage the project team
- Manage the project schedule and timelines
- Liaise with external service providers
- Facilitate MOU's and SLAs on behalf of the NHBRC
- Manage and monitor the project in accordance with the agreed contracts
- Chair all the relevant project meetings
- Compile weekly project status reports
- Compile reports for the relevant NHBRC committees
- Attend all relevant committee meetings
- Monitor and manage project budget
- Actively manage all the identified risks and issues impacting on the project
- Ensure that all project documents are in place and signed off
- Any other tasks or responsibilities as recommended by the Chief Information Officer (CIO)
- Report progress to the Chief Information Officer (CIO)

5.4 Implementation of the Enterprise Architecture project

5.4.1 The enterprise architecture project consists of the following domains:

- Business process architecture
- Application architecture
- Data architecture
- Technology architecture

5.4.2 The service provider is required to allocate a senior project manager, for the implementation of the enterprise architecture project.

5.4.3 The responsibilities of the project manager for enterprise architecture project will include the following:

- Manage the project team
- Manage the project schedule and timelines
- Liaise with external service providers
- Facilitate MOU's and SLAs on behalf of the NHBRC
- Manage and monitor the project in accordance with the agreed contracts
- Chair all the relevant project meetings
- Compile weekly project status reports
- Compile reports for the relevant NHBRC committees
- Attend all relevant committee meetings
- Monitor and manage project budget
- Actively manage all the identified risks and issues impacting on the project
- Ensure that all project documents are in place and signed off
- Any other tasks or responsibilities as recommended by the Chief Information Officer (CIO)
- Report progress to the Chief Information Officer (CIO)

6. NHBRC SERVICE EXPECTATION

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

- NHBRC working hours are from 8h30 to 16h30, the service provider will be required to work eight (8) hours a day.
- The service provider will be expected to work after hours and during weekends if required by the projects demands, in order to align with project timelines.
- The service provider will be expected to deliver the projects on time and within budget.
- Project managers may be required to travel to other NHBRC regional offices.
- 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.

7. TECHNICAL DATA TO BE SUBMITTED BY BIDDER

Required Information

7.1 The NHBRC requires the services of interested and competent companies that are accredited and experienced in the field of Project Management.

7.2 **Mandatory Requisites of the Service Provider:**

7.2.1. The successful bidder should meet the following requirements:

- A demonstrated minimum of at-least 5 years' experience in the management of similar projects i.e. software development, enterprise architecture etc.
- Project managers assigned to the project must have extensive experience in the project management field.
- Reference letters from previous and or current clients confirming that they have successfully implemented projects.
- Capacity (human resources) to provide the required project management services (e.g. ability to provide replacement in case where the assigned project manager is not available, especially for a period exceeding two (2) weeks .
- Project managers assigned to NHBRC must have certification(s) in project management .
- **Failure to submit any of the requirements listed above on bullet point 7.2.1 will lead to a disqualification of the bidder.**

7.2.1 REQUIREMENTS	COMPLY (YES)	NOT COMPLY (NO)

7.3 Functionality documents to be submitted:

The following is what is required to be submitted by the bidders.

7.3.1 The bidder must have successfully implemented similar projects. The bidder 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

7.3.2 Provide reference letters of completed projects, the letters must be provided by the client on the client’s letterheads, and signed off by an authorized delegated employee of the client.

Name of project:

Name of Client:

Client Contact Details

 Contact person:

 Role in Project:

 Contact Tel No:

 Contact Cellphone Number:

Project Start Date:

Project Completion Date:

Contract Amount (incl. VAT):

Summary of Project (maximum 200 words).

Note: Please attach a reference letter from the client indicating successful completion of the project as per the client’s brief. (This excludes bidders who have done services with the NHBRC before)

7.3.3 Capability of Bidder's Resources

The service provider is required to demonstrate that the resources mentioned in paragraph 7.2 have the necessary experience.

This experience must include but not limited to:

- Experience in project management
- Experience in developing project reports.
- Experience in presentation (both verbally and in writing)
- Experience in managing people (particularly project team).

7.4 Project Proposal

In addition to the above, the bidder must provide a detailed project proposal.

7.4.1 The proposal document must outline the profile of the company and intended/proposed approach to the projects,

7.4.2 The approach and methodology must be clearly stipulated and must cover all aspects in section 5.

7.4.3 The proposed fee structure should be outlined in detail as follows: (mandatory requirement)

Digital Services Project:

- Phase 2 fee: – Enrolment and Inspection
- Phase 3 fee: – Complaints and Remedial
- Phase 4 fee: – Reporting and Analytics

7.4.4 Enterprise Architecture Project Fee.

7.4.5 Kindly note there may be instances where work will be carried out after hours so as not to affect the day to day business operations.

7.4.6 In instances where the NHBRC is not satisfied with the service rendered by anyone/or all of the resources, the service provider is obliged to replace those affected resources within a reasonable time.

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

8. TECHNICAL AND PRICE EVALUATION CRITERIA

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

8.1.1 **Stage 1:** Compliance check of Mandatory Requirements

8.1.2 **Stage 2:** Functional Evaluation Criteria

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

8.2 Stage 1: Compliance check of Mandatory Requirements

8.3 In order to be considered each service provider is required to submit the following mandatory documentation:

All mandatory documents as per the SCM Mandatory Checklist in this RFP should be completed in full, signed and submitted with the Bidder's response to this RFP. Failure to comply with this requirement or submission of false, fraudulent or misleading information or documents will result in the disqualification of the Bidder or termination of the successful bidder's contract. In this regard, the NHBRC reserves its rights to take appropriate legal action.

DOCUMENTS TO BE SUBMITTED			
No.		Please note; the items marked with an (X) are mandatory requirements and failure to meet the requirements will result in your bid being disqualified.	Yes/No
1.		Valid B-BBEE Status Level or Certified Copy/Sworn affidavit signed by the Commissioner of Oaths	
2.	X	SBD1 Invitation to bid, Make sure it is completed and signed.	
3	X	SBD 3.1 - Pricing Schedule (Firm Price) Make sure it is completed.	
4.	X	Annexure B Pricing schedule (including a detailed costing breakdown of all costs and escalation per annum	
5.	X	SBD 4 Declaration of interest Must be fully completed and signed.	
6.	X	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
7.	X	SBD 8 Declaration of Bidder's past supply chain management practices Must be fully completed and signed.	
8.	X	SBD 9 Certificate of independent bid determination Must be fully completed and signed.	
9.	X	<p>Bidder must provide valid proof of certification with <u>at least one of, but not limited to the following certifications:</u></p> <ul style="list-style-type: none"> • Project Management Professional (PMP) • Certified Project Management Practitioner (CPMP); • PRINCE2 Foundation / PRINCE2 Practitioner; • Master Project Manager; • Professional in Project Management (PPM) • Certified Project Manager (CPM) • Certified Associate in Project Management <p>Please provide a certified copy not older than three (03) months)</p>	
10.	X	Bidders must comply with all mandatory requirements listed on bullet point 7.2	
11.		Central Supplier Database (CSD) or supplier number report.	
12.		General Conditions of the contract (GCC).	

8.4 NOTE: FAILURE TO MEET ANY OF THE MANDATORY REQUIREMENTS ABOVE WILL LEAD THE BIDDER TO BE DISQUALIFIED

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

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

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

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

Member score for criteria

$$\frac{\text{Highest points for criteria}}{\text{Highest points for criteria}} \times \text{Weight per criteria} = \text{Total Score per criteria}$$

Highest points for criteria

The following values will be applicable when evaluating the bid

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

No.	Evaluation Criteria	Description	Weight %
1.	Number of years rendering Project Management Services (IT software development and Enterprise Architecture)	<p>Five (5) years' experience the company has been rendering project management services in IT software development and Enterprise Architecture. Company profile clearly indicating the number of years in business providing project management services</p> <p>Bidders Experience</p> <p>0 Years' Experience = 0 Points 1 Year Experience = 1 Point 2 Years' Experience = 2 Points 3 Years' Experience = 3 Points 4 Years' Experience = 4 Points 5 Years' Experience or more = 5 Points</p>	20
2.	Client References	<p>The service provider must provide positive written contactable references indicating the rendering of IT software development and Enterprise Architecture projects, supported by appointment letter. The reference letters from the clients of a bidder must include:</p> <ul style="list-style-type: none"> • Company name • Company letterhead • Contact person and contact telephone numbers • The letter must be signed by a duly authorised person <p>Bidders Reference Letters</p> <p>0 reference letter= 0 Points 1 reference letter = 1 Point</p>	40

		<p>2 reference letters = 2 Points 3 reference letters = 3 Points 4 reference letters = 4 Points 5 reference letters or more = 5 Points</p> <p>An original or certified copies, the NHBRC reserves the right to verify the validity of the document submitted.</p>	
3.	Qualification	<p>Bidder must provide at least one of, <u>but not limited to</u> the following qualifications of team members.</p> <p>(A) Team Members should at least meet one of the following qualifications:</p> <ul style="list-style-type: none"> • Bachelor’s Degree in Project Management; Information Technology; Business Management • Post Graduate Diploma or an Honors Degree in Project Management; Information Technology; Business Management Post Graduate Diploma or an Honour’ s degree in Project Management; Information Technology; Business Management • Master’s degree or higher in Project Management; Information Technology <p>(B) In addition, Team Members should at least meet one of, <u>but not limited to the following</u> recognized certifications:</p> <ul style="list-style-type: none"> • Project Management Professional (PMP) • Certified Project Management Practitioner (CPMP); • PRINCE2 Foundation / PRINCE2 Practitioner; • Master Project Manager; • Professional in Project Management (PPM) • Certified Project Manager (CPM) • Certified Associate in Project Management; <p>Scoring</p> <ol style="list-style-type: none"> 1. No qualification and No certification submitted = 0 Points 2. One certificate and No recognized qualification submitted = 1 Point 	40

		<p>3. Diploma plus at-least One recognized project management certification submitted= 2 points</p> <p>4. Bachelor's degree plus at-least One recognized project management certification submitted = 3 points</p> <p>5. Post Graduate Diploma or an Honour' s degree, plus at-least One recognised project management certification submitted = 4 points</p> <p>6. Master's degree or higher plus at-least One recognized project management certification submitted = 5 points</p>	
		TOTAL	100

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

TOTAL SCORE = 100

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

8.4 Stage 3: Price and Preference Points Evaluation

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

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2011 and bids will be adjudicated in terms of a (80/20) preference point system in terms of which points are awarded to bidders on the basis of:

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

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

Where;

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

P_t = Comparative price of bid or offer under consideration

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

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

The points will be awarded to a Bidder for attaining the B-BBEE status level of contribution in accordance with the BBEE table 1:

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

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

9. RFP SUBMISSION INSTRUCTIONS

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

10. AVAILABILITY OF THE RFP DOCUMENT

10.1 Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) from the **17 August 2021**.

10.2 There will be a **non-compulsory briefing session** that will be held on the **25 August 2021** at 11h00am

10.3 **Link for non- compulsory briefing session:** https://teams.microsoft.com/l/meetup-join/19%3ameeting_MzgwN2ViNTQtYTA1Zi00OGFjLTg3ZTQtZDdhMjE5MTU0ZjI4%40thread.v2/0?context=%7b%22Tid%22%3a%223fa2c7f2-3ceb-4b67-aec9-08d186f26abc%22%2c%22Oid%22%3a%2293ef1ab6-b088-4810-becf-7c6460872237%22%7d

10.4 Link can also be **Accessed on the NHBRC website:** www.nhbrc.org.za/current-tenders

11. RFP CLOSING DATE

11.1 Bid documents should be marked for Attention: Supply Chain Manager, and deposited into the Bid boxes at the NHBRC National Office, 27 Leeuwkop Road, Sunninghill on or before the **07 September 2021 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).

11.2 Failure to submit scanned documents in a memory stick will lead to disqualification.

11.3 No late submissions will be accepted.

12. VALIDITY PERIOD OF BIDS

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

13. ADMINISTRATIVE ENQUIRIES

13.1 The administrative enquiries may be directed to:

Department: Supply Chain Management

Contact Persons: Ms. Paballo Relela / Mr. Bernard Kekana

E-mail address: Tenders@nhbrc.org.za

14. SUBMISSION OF PROPOSALS

14.2 Submission of bid MUST include one (1) Original hard copy and one (1) memory stick / USB with scanned original documents of the proposal marked (Original hard copy and memory stick / USB) envelope and deposited into the tender box. NB: The Original hard copy submission on the envelope **MUST** be the same as the electronic copy. Failure to comply will result in the bid being regarded as unacceptable.

14.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.

ANNEXURE A: DIGITAL SERVICES PROJECT PHASE BREAKDOWN

PHASE 2: ENROLMENT & INSPECTION

	Basic e-Services	Advanced e-Services	Integrated Online Services	Smart Business Operations	Extended e-Government Services
1). Target Services:	(a) Enrolments	(a) Enrolments	(a) Enrolments; (b) Management (c) Online Payments; (d) Publications; (e) Social Platforms; (f) Home Quality Assurance	(a) Enrolments; (b) Management; (c) Online Payments; (d) Publications; (e) Social Platforms (f) Inspections	(a) Enrolments; (b) Management; (c) Inspections.

PHASE 3: COMPLAINTS AND REMEDIAL

	Basic e-Services	Advanced e-Services	Integrated Online Services	Smart Business Operations	Extended e-Government Services
1). Target Services:	Not Applicable	(a) Complaints Logging	(a). Complaints & Disputes (b). Management (c). Publications (d). Social Platforms	(a) Complaints & Disputes (b) Management (c) Publications	(a) Complaints & Disputes (b) Management

PHASE 4: REPORTING AND ANALYTICS (ANALYTICS AND REPORTING WILL RUN PARALLEL WITH PHASE 2 AND 3)

ANNEXURE B: PRICING SCHEDULE

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

NOTE: Phase 1 of the **digital services project** has already commenced, bidders are required to provide pricing for phase 2, 3 & 4

YEAR 1 (One)	PRICE (Manage and Monitor the Digital Services Project)	TOTAL COST OVER ONE (01) YEAR
	<u>Digital Services Project:</u>	
	Pricing for Phase 2:	
	Pricing for Phase 4:	
	Total Cost:	
YEAR 2 (Two)	PRICE (Manage and Monitor the Digital Services Project)	TOTAL COST OVER TWO (02) YEARS
	<u>Digital Services Project:</u>	
	Pricing for Phase 3	
	Pricing for Phase 4	
	Total Cost	
Total for year 1 and 2 (Excl VAT)		
Total for year 1 and 2 (Incl VAT)		

YEAR 1 (One)	PRICE (Manage and Monitor the Enterprise Architecture Project)	TOTAL COST OVER ONE (01) YEAR
	Enterprise Architecture Project: Pricing for the following domains: <ul style="list-style-type: none"> • Data Architecture • Technology Architecture • Business process architecture • Application architecture 	
	Total Cost:	
Total for year 1 (Excl VAT)		
Total for year 1 (Incl VAT)		