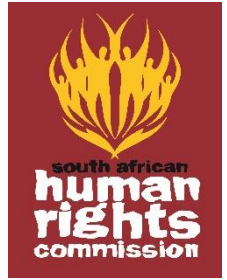


SOUTH AFRICAN HUMAN RIGHTS COMMISSION

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**TERMS OF REFERENCE AND REQUEST FOR PROPOSALS WITH QUOTATION:
SUPPORT & MAINTENANCE OF THE NPM MONITORING MOBILE APPLICATION**

Deadline for Submissions: 28 November 2022

SAHRC RFP 17-2022

1. PURPOSE AND PROJECT DESCRIPTION

The purpose of this document is to request for proposals with quotations from qualifying service providers to provide technical support and maintenance of the National Preventive Mechanism (NPM) mobile application (the App).

2. BACKGROUND

The South African Human Rights Commission (SAHRC) is a constitutional body established in terms of the Constitution of the Republic of South Africa, 1996 as well as the South African Human Rights Commission Act, 40 of 2014.

3. OBJECTIVE

The SAHRC seeks to appoint a suitable service provider to provide technical support and maintain the NPM Mobile App. The application is run on IOS and android platforms.

4. SCOPE OF SERVICE

App support and maintenance on a monthly and/ or ad hoc basis

Updating application to ensure that it runs on all new IOS and android platforms

Perform standard maintenance as a minimum to address security updates, bug fixes and compatibility updates when new versions of iOS and Android are released.

Design and implement new features and enhancements.

Conduct continuous App performance monitoring.

Consider user-generated views to conduct and implement editorial reviews.

Maintain the IOS, Android and domain hosting accounts.

5. DELIVERABLES

Annual/monthly or hourly technical support and maintenance.

Attending to any ad hoc issues which may arise.

Ensuring that the application is kept updated on IOS and Android platforms.

Ensure that the App backend is kept up to date.

Annual maintenance of the Android, IOS and domain hosting accounts.

6. PRICING

A detailed price breakdown structure for annual, monthly, hourly and ad hoc call outs must be included.

All pricing must be shown inclusive of any applicable VAT.

The total amount for the duration of the project must be included.

7. PROJECT TIMELINES

The provision of technical support and maintenance will run for twelve (12) months with an option to renew for an additional twelve (12) months from the date of inception.

8. EVALUATION CRITERIA

Please note that all proposals received will be evaluated based on the following criteria: functionality criteria will be further evaluated on applicable values as outlined below:

0 = **Unacceptable**, 1 = **Serious Reservations**, 2 = **Minor Reservations**, 3 = **Acceptable**, 4 = **Good**, and 5 = **excellent**

1.1 Please note that the following evaluation criteria will be used:

1.2 Price evaluation based on the 80/20 preferential point system.

1.3 The minimum threshold for qualification by functionality is 70%, assessed as per criteria listed in Table 1 below:

Table 1: Functionality evaluation

	Criteria	Percentage weighting
1.	<p>Bidder must have over 5 years' experience of relevant service in providing technical support and maintenance of mobile applications</p> <p>0 = less than 1 year experience 1 = 1 year experience 2 = 2 years of experience 3 = 3 years of experience 4 = 4 years of experience 5 = 5 years or more of experience</p>	40
2.	<p>Bidder's proposed project methodology and plan outlining how SAHRCs requirements will be implemented</p>	15
3.	<p>References included for executing a project of similar magnitude in the last 3 years, signed and on the letterhead of the company</p> <p>0 = no reference letters submitted or they are not in the last 3 years or not signed and on the letterhead of the company 1 = 1 reference letter submitted 3 = 2 reference letters submitted 5 = 3 relevant reference letters submitted</p>	15
4.	<p>Cost effectiveness of the quote including breakdowns of the implementation phases and total cost of the project including vat must be included in the quotation</p>	30
	Total	100

Bidders must obtain a minimum threshold of 70% on Functionality to proceed to the next stages of the evaluation process. Failure to obtain the minimum of 70% will result in your bid being considered non-responsive.

Price and BBEE evaluation

Only Bidders that have met the 70% threshold to be considered for price and BBEE. Price and BBEE will be evaluated as follows:

In terms of regulation 6 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders based on:

- The bid price (maximum 80 points)
- B-BBEE status level of contributor (maximum 20 points)

i. Stage 1 – Price Evaluation (80 Points)

Criteria	Points
<p>Price Evaluation</p> $P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	80

The following formula will be used to calculate the points for price:

Where

P_s = Points scored for comparative price of bid under consideration

P_t = Comparative price of bid under consideration

P_{\min} = Comparative price of lowest acceptable bid

ii. Stage 2 – BBEE Evaluation (20 Points)

a. BBEE Points allocation

A maximum of 20 points may be allocated to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

B-BBEE points may be allocated to bidders on submission of the following documentation or evidence:

A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1); and
B-BBEE Certificate

9. Submission Requirements and Contact Details

- a. To be considered as the preferred service provider, kindly submit the following:
 - b. Proposal
 - c. Valid Tax Clearance Certificate
 - d. BBBEE Certificate.
 - e. Company Profile
 - f. SBD 4 document signed
 - g. SBD 6 document signed
 - h. SBD 7.2 document signed
 - i. Latest CSD report at the time of quotation

10. Please submit quoted proposals via email by 28 November 2022 before 11h00.

All documentation must be emailed to: Tenderoffice@sahrc.org.za using the reference number of the TOR

For further information or technical clarification please contact kmolapo@sahrc.org.za.