

SOUTH AFRICAN HUMAN RIGHTS COMMISSION

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Call for Proposals

Development of a Digital Transformation Strategy for the South African Human Rights Commission

Deadline for Submissions: 08 December 2022

SAHRC RFP 19-2022

1. Purpose

- 1.1. The purpose of this document is to request proposals with quotations for the development of a digital transformation strategy for the South African Human Rights Commission (SAHRC / The Commission).
- 1.2. The process is envisaged to include an assessment of the SAHRC digital environment, needs and a roadmap towards digitalization (automation of key business processes).

2. Introduction and Context

- 2.1. The SAHRC is an independent Chapter 9 Institution, established in 1995, in terms of Section 184 of the Constitution, and mandated to promote, protect, and monitor observance of human rights in South Africa.
- 2.2. The Commission's organogram consists of 198 approved posts and has offices across the country (National and Gauteng Provincial Offices in Braamfontein; as well as an office in each of the other 8 provinces).
- 2.3. It operates through four main programmes, namely, Administration, Promotion of Human Rights, Protection of Human Rights, and Monitoring of Human Rights.
- 2.4. The Commission currently possesses several systems for its day-to-day functions, including but not limited to:
 - 2.4.1. File Servers (MS) and OneDrive systems for electronic records management and storage.
 - 2.4.2. Pastel Evolution (SAGE) for capturing requisitions and invoice payment related transactions.
 - 2.4.3. CRM (SAGE) for case management purposes.
 - 2.4.4. ServiceDesk (ManageEngine) for license applications.
 - 2.4.5. Team Mate to track internal audit findings.
 - 2.4.6. MS Teams: for online/virtual meeting attendance.

2.4.7. The Commission uses SharePoint EDRMS system as its electronic documents and records management system. (It must however be noted that the Commission processes a large amount of paper and manual based information and documents that require digitization.)

3. Problem statement

- 3.1. The Commission is embarking on a digital transformation journey to keep abreast and take advantage of global technological developments in response to the fourth industrial revolution. It therefore seeks the support of experts to advise and develop an appropriate strategy for guidance in this regard.
- 3.2. The Commission processes a large amount of personal information both in its national and provincial offices. This creates a need for a digitization strategy that will guide the Commission's transition into a fully digitized and functional electronic system, with storage that is cloud-based.
- 3.3. The importance of such information storage and handling is as mandated by the privacy legal framework, and any strategy put in place must be accordingly compliant.
- 3.4. The current structure of the IT environment should be reassessed, including the general approach towards technology. The current ICT strategy may not be entirely aligned with the organization's aim towards automated business processes.
- 3.5. There is an urgent need for the Commission to move to a paperless, cloud-based system that is safe and risk-free. This will promote compliance with legislation and protect the Commission from potential cyber-crimes which may occur.
- 3.6. The key objective of this project therefore is to produce a comprehensive digital transformation strategy and roadmap for the SAHRC.

4. Project scope and deliverables

- 4.1. The scope and deliverables of this project entail the following:
 - 4.1.1. Assessing the Commission's digital maturity and environment, considering existing systems, processes, and initiatives.
 - 4.1.2. Advising on priority areas of improvement.
 - 4.1.3. Advising on the need and process for the digitization of documents (conversion from physical to digital).
 - 4.1.4. Developing a comprehensive digital transformation strategy and roadmap towards digitalization (automation of business processes) that would be most suitable for the Commission.
- 4.2. The strategy must indicate systems integration options as well as alignment with internal policies and legislative prescripts, such as the Protection of Personal Information Act.
- 4.3. Furthermore, the strategy must indicate a detailed recommended change management process during the digital transformation journey (strategy implementation).

4.4. Importantly, the strategy must outline how information security would be guaranteed during the digital transformation process.

5. Required Expertise, technical skills and competency

- 5.1. The Commission requires the services of a highly experienced service provider, with expertise in information technology; cyber security, as well ICT governance within public entities, including Chapter 9 constitutional institutions.
- 5.2. The service provider should have a minimum of three years conducting projects of a similar nature.
- 5.3. The service provider must be competent in data migration and data integration across different systems.
- 5.4. Must have technical skills and competency that will ensure that skills transfer and capacity building to internal staff during the project are given priority.
- 5.5. The service provider must ensure that the Commission complies with legislation that regulates information and cyber laws such as POPIA but also including:
 - 5.5.1. State Information Technology Act
 - 5.5.2. Systems Development Act
 - 5.5.3. Corporate Governance Information Technology framework
 - 5.5.4. Other IT frameworks
 - 5.5.5. Cyber Security Bill

6. Project Timelines

- 6.1. The expected project commencement date will be determined through a briefing and work planning meeting. The project lifespan will be for a period of three (3) months from date of inception to deliver on the required scope.

7. Pricing

- 7.1. Pricing requirements must be inclusive of all applicable taxes(VAT) and the total amount must be provided

8. Independence and objectivity of staff

- 8.1. In carrying out the work, the service provider must ensure that its staff maintains their objectivity by remaining independent of the activities they execute.

9. Confidentiality

- 9.1. The service provider will hold material and information exchanged in the course of the implementation of this assignment in the strictest confidence, and will take all steps necessary to prevent dissemination of this information to any third party, without the prior written

agreement of the Commission. To ensure that at all times compliance with legal obligations including recent laws such as POPIA.

10. 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**

10.1. Please note that the following evaluation criteria will be used:

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

10.3. 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>Previous experience working on similar projects in the form of reference letters</p> <p>The reference letters must include the following:</p> <p>Dated and signed by the company</p> <p>On the approved letter head of the company</p> <p>0 – No reference letters submitted</p> <p>1 – 1 reference letter submitted</p> <p>2 – 2 reference letters submitted</p> <p>3 – 3 reference letters submitted</p> <p>4 – 4 reference letters submitted</p> <p>5 – 5 reference letters submitted</p>	25
2.	<p>Skills and competencies of the lead expert in the form of curriculum vitae</p> <p>0 – no CV submitted</p> <p>1 – Qualifications</p> <p>2 - Qualifications and experience</p> <p>3 – Qualifications and experience and skills relevant to the terms of reference</p> <p>4 to 5 – Qualifications, experience, skills relevant to the terms of reference, contactable references</p>	25

3.	Comprehensiveness on the approach and methodology that will be used to ensure delivery on the project.	35
5.	High level work-plan with an overview of timelines, key milestones and a costs breakdown indicating the major costs drivers.	15
	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
Price Evaluation $P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	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 – BBBEE Evaluation (20 Points)**

a. **BBBEE 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

11. Submission Requirements and Contact Details

- 11.1. To be considered as the preferred service provider, kindly submit the following:
- 11.2. Proposal
- 11.3. Valid Tax Clearance Certificate
- 11.4. BBBEE Certificate.
- 11.5. Company Profile
- 11.6. SBD 4 document signed
- 11.7. SBD 6 document signed
- 11.8. SBD 7.2 document signed
- 11.9. Latest CSD report at the time of quotation

12. Please submit quoted proposals via email by 08 December 2022 before 11h00.

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

For further information or clarification please contact Rulani Khuvutlu at rkhuvutlu@sahrc.org.za or Tshepang Sebulela tsebulela@sahrc.org.za.