



Companies and Intellectual
Property Commission
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TERMS OF REFERENCE (TOR)

CIPC BID NUMBER: 11/2019/2020

DESCRIPTION: INVITATION TO SERVICE PROVIDERS TO SUBMIT PROPOSALS FOR A CLOUD BASED CONTACT CENTRE SOLUTION.

DURATION OF THE CONTRACT: SIX MONTHS FOR IMPLEMENTATION AND TESTING FOLLOWED BY 3 YEAR SUPPORT



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TERMS AND CONDITIONS OF REQUEST FOR TENDER (RFP)

1. CIPC's standard conditions of purchase shall apply.
2. Late and incomplete submissions will not be accepted.
3. Any bidder who has reasons to believe that the RFP specification is based on a specific brand must inform CIPC before BID closing date.
4. Bidders are required to submit an original Tax Clearance Certificate for all price quotations exceeding the value of R30 000 (VAT included). Failure to submit the original and valid Tax Clearance Certificate will result in the invalidation of this RFP. Certified copies of the Tax Clearance Certificate will not be acceptable.
5. No services must be rendered or goods delivered before an official CIPC Purchase Order form has been received.
6. This RFP will be evaluated in terms of the **80/20** system prescribed by the Preferential Procurement Regulations, 2001.
7. The bidder must provide assurance/guarantee to the integrity and safe keeping of the information (that it will not be amended/corrupted/distributed/permanently stored/copied by the service provider) for the duration of the contract and thereafter. Failure to submit will invalidate the bid proposal.
8. CIPC reserves the right to negotiate with the successful bidder on price.
9. The service provider must ensure that their work is confined to the scope as defined.
10. Travel between the consultant's home, places of work to the DTI (CIPC) vice versa will not be for the account of this organization, including any other disbursements.
11. The Government Procurement General Conditions of contractors (GCC) will apply in all instances.
12. As the commencement of this project is of critical importance, it is imperative that the services provided by the Service Provider are available immediately. Failing to commence with this project immediately from date of notification by CIPC would invalidate the prospective Service Provider's proposal.
13. No advance payment(s) will be made. CIPC will pay within the prescribed period as per the PFMA.
14. **All prices quoted must be inclusive of Value Added Tax (VAT)**
15. **All prices must be valid for 90 days**
16. The successful Service Provider must at all times comply with CIPC's policies and procedures as well as maintain a high level of confidentiality of information.
17. All information, documents, programmes and reports must be regarded as confidential and may not be made available to any unauthorized person or institution without the written consent of the Commissioner or his/her delegate.
18. The successful bidder must ensure that the information provided by CIPC during the contract period is not transferred/copied/corrupted/amended in whole or in part by or on behalf of another party.
19. Further, the successful bidder may not keep the provided information by way of storing/copy/transferring of such information internally or to another party in whole or part relating to companies and/or close corporation. As such all information, documents, programs and reports must be regarded as confidential and may not be made available to any unauthorized person or institution without the written consent of the Commissioner or his delegate.



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20. The service provider will therefore be required to sign a declaration of secrecy with CIPC. At the end of the contract period or termination of the contract, all information provided by CIPC will become the property of CIPC and the service provider may not keep any copy /store/reproduce/sell/distribute the whole or any part of the information provided by CIPC unless authorized in terms of the declaration of secrecy.
21. The Service Provider is restricted to the time frames as agreed with CIPC for the various phases that will be agreed to on signing of the Service Level Agreement.
22. CIPC will enter into Service Level Agreement with the successful Service Provider.
23. **CIPC reserves the right not to award this bid to any prospective bidder or to split the award.**

24. Fraud and Corruption:

The Service Provider selected through this Terms of Reference must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, CIPC Defines, that for such purposes, the terms set forth will be as follows:

- i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of CIPC or any personnel of Service Provider(s) in contract executions.
- ii. "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to CIPC, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive CIPC of the benefits of free and open competition;
- iii. "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work;
- iv. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract;
- v. CIPC shall reject a proposal for award, if it determines that the bidder recommended for award, has been engaged in corrupt, fraudulent or unfair trade practices;
- vi. **CIPC also reserves the right to terminate this Agreement by giving 10 (ten) business days written notice to the service provider due to any perceived (by CIPC) undue reputational risk to CIPC which CIPC can be exposed to resulting from the service provider or its management/directors being found to be involved in unethical behaviour, whether in its dealings with CIPC or any other business dealings.**

Note: "Unethical behaviour" includes but not limited to an action that falls outside of what is considered morally right or proper for a person, a profession or an industry



- vii. CIPC shall declare a Service Provider ineligible, either indefinitely or for a stated period of time, for awarding the contract, if at any time it determines that the Service Provider has been engaged in corrupt, fraudulent and unfair trade practice including but not limited to the above in competing for, or in executing, the contract.
- viii. The service provider will sign a confidentiality agreement regarding the protection of CIPC information that is not in the public domain.

I, the undersigned

(NAME).....certify that:

I have read and understood the conditions of this Request for Proposal (RFP).

I have supplied the required information and the information submitted as part of this RFP is true and correct.

.....
Signature

.....
Date



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1. PURPOSE

Customer service is very important to the Companies and Intellectual Property Commission (CIPC). To ensure exceptional customer service, the necessary contact centre tools, systems and integration are required to help achieve CIPC's goals.

The purpose of this document is to indicate the user requirements for a Cloud Based CIPC Contact Centre solution.

2. BACKGROUND

CIPC came into existence in May 2011 after being established by the Companies Act, 2008 (Act 71 of 2008), herein after referred to as the Companies Act, as a juristic person to function as an organ of state within the public administration, but as an institution outside the public service.

The functions of the CIPC are the following:

- Registration of Companies, Co-operatives and Intellectual Property Rights (Trade Marks, Patents, Designs and Copyright) and maintenance thereof
- Disclosure of Information on its business registers
- Promotion of education and awareness of Company and Intellectual Property Law
- Promotion of compliance with relevant legislation
- Efficient and effective enforcement of relevant legislation
- Monitoring compliance with and contraventions of financial reporting standards, and making recommendations thereto to Financial Reporting Standards Council (FRSC)
- Licensing of Business rescue practitioners
- Report, research and advise Minister on matters of national policy relating to company and intellectual property law

3. SCOPE REQUIREMENTS

3.1 A Cloud based Contact Centre solution (Contact Centre Software as a Service (CCSAAS))

Currently, the CIPC makes use of the AVAYA Contact Centre Solution, provided by **the DTI** and is utilising **the DTI** network. However, CIPC needs to **establish its own, independent cloud based contact Centre**.

3.2 Inbound call handling.

- The current telephone number in use is 086 100 2472.
- The Service provider must advise how the number can be ported.

3.3 After Call Distribution (ACD)

- To manage the flow of incoming calls and route them to the most appropriate agent.
- Solution needs to provide ACD with skills based routing.



3.4 Computer Telephony Integration

3.5 Call Recordings

- All calls need to be recorded and stored in a database.
- Contact Centre management must be able to retrieve the required call recording based on different search criteria like call reference number, date, time of call, number from which call was received, agent name to etc.
- Information like name or ext. no of agent, duration of call, skillset etc. need to be displayed when calls are selected for quality control.
- It must be possible to export and email the recordings.
- All records should be kept according to data retention policy.
- **All records should be written within the CIPC's Oracle data store, also implying that the systems should integrate at data level with other systems at the CIPC.**

Easy set-up pre-recorded voice announcements (IVR)

- It must be possible to change the flow and interactive voice responses within a short time period if required.
- Must be able to override or amend routing strategies when emergencies or other unexpected situations occur.
- IVR to make provision for choice **for self-service by customer**.
- The Service Provider must configuring the voice announcements when implementing the system. Set-up must be done according to CIPC needs.
- The system must have an emergency skillset feature. Closing and opening of the contact Centre on an ad hoc bases when emergencies occur. CIPC must be able to activate this emergency skillsets from the management system.

3.7 After contact surveys (i.e. Inbound post-call customer survey, web chat and social media surveys)

- After session surveys (for all channels). The purpose is to gain insight, optimize the experience at the interaction and big picture level.
- After session surveys must be easy to set up, draw reports from and to upload revised surveys.
- The system must have a reporting functionality.

3.8 Reporting

- The Contact Centre system reporting must support customized reporting (reports in tabular, graphical, pdf, and excel or csv format). Solution needs to provide database access, as it will enable CIPC to connect to the database and generate custom reporting.
- Reports need to include agent performance, service levels, application and skillset performance.
- Historical reporting.
- Real-time reporting. Statistical information to be immediately visible to the team on big flat screens.
- Type of stats required: (service level, calls offered, answered, abandoned, calls waiting, ave talk time, list and status of agent etc.). Indicate in the description block what type of stats is available via the wallboard.
- Customized views according to the business requirement
- Scheduled reporting.
- **A list a standard reports available needs to be provided as part of the tender documentation.**



3.9 Management system

- Contact Centre system to provide users, queues and skillset management that can be managed by CIPC.
- Remote monitoring of calls (accessible from mobile devices, not CIPC network).

3.10 Silent, whisper and barge functionality

3.11 Quality Management. Performance must be measured across all platforms.

- Customers should have an option to rate the quality of the service provided at the end of the call.
- Evaluation form - Score sheet/coaching forms to be completed online by supervisors based on specific calls and routed to contact Centre agents.
- Must have agent self-evaluations tool.
- Customizable agent scorecards.
- Possibility to add different weightings to different questions, and space for open text comments
- Ability to monitor quality across all customer channels (i.e. voice, chat, social media).

3.12 Analytics

- Text analytics
- Speech analytics
- The supplier should explain how the analytics work, and the capabilities of the text and speech analytic tools.

3.13 Collaborative browsing (Co-browsing)

- The ability to co-browse/share the customer's screen, and permission for screen sharing should be browser-based on the client-side.

3.14 Omni channel interactions in a seamless customer journey

- The employees must have a single tool that handles all communications i.e. voice, chat and social media.
- Multi session agent assignments.
- The interface must be intuitive and easy to navigate
- The contact Centre platform must allow CIPC to activate/deactivate different channels as needed.

a. Webchat

- Functionality to set up according to specific categories.
- Reports and analytics required.
- Moderators to review responses.
- Ability to attach picture or file to the chat.

b. Social media

- System must route all interactions which require responses from specific staff and manage all social media interaction.
- Social media like Facebook and Twitter must be included.



- Must be able to cater for future social media developments
- The system must have a time stamp. It must be possible to draw statistics of when requests were received, when it was responded to, who responded, how long it took to respond, status of requests etc.
- **Whatsapp integration.** It must allow for future integration into WhatsApp for business. Single view of customer
- All channels should be accessible on one dashboard. All customer channels should be manageable via a single workspace.

3.15 External CRM integration

- The system must allow for future integration with an external CRM system (e.g. Salesforce, Zendesk or similar).

3.16 Headsets

- The CIPC is currently using the Avaya 112OE IP Desk phone, and the headset used is the Plantronics Encore Pro HW510 and HW520 headsets. The headset is plugged into the hard phone.
- The system must be compatible to the current headsets used. If soft phones are required, the service provider need to ensure that current headsets can be utilised.
- If USB cables are required, the service provider need to provide 40 DA70 USB Cables, to ensure that the current headsets can be utilised without any challenges, with no extra costs to CIPC.
- Assistance with configuration/setup up of this to ensure full functionality is required.

3.17 Reliability and Security

- Data Centre(s) for cloud-based systems **must be located in South Africa.**
- Public cloud solution with flexibility to change the hosting must be provided.
- System to ensure the highest standards for security, availability and reliability. (Proper login details verification, keeping audit trail).
- Cloud solution providers should also ensure that the following measures are in place:
 - ❖ Secure cloud networks and data hosting
 - ❖ Appropriate data encryption levels and firewall protection
 - ❖ Strong user authentication
 - ❖ Regular password changes

3.18 Up-time guarantee

There should be an uptime guarantee of at least 99%.

3.19 Licenses

- Quotation should be based on 100 licenses;
- Scalability must be allowed based on capacity and the need. i.e. pay per usage.
- Licenses may vary between 30 and 100 licenses used.
- A pricing schedule need to be provided – refer to point 26 – Pricing.

3.20 Installation and configuration of the system

- Service provider to install and configure system as per contact Centre requirements. The system should be hosted by the service provider and the services provided to CIPC via the cloud.
- The service should not be tied to a location, so that if the organisation needs to relocate to new premises, there should be



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no costs involved with cancelling the old contract and paying for a new contract.

- **The system must be site agnostic (i.e. any site, or work from home).**
- The application should be accessible via different end-user devices (computer, mobile phones, tablets and any end-user access tool)
- The system should be accessible with all currently available browsers (Internet explorer, Google Chrome, Safari and Firefox)
- The system should be world-call highly available, cost effective and hosted and managed by the service provider.

3.21 Support

- Unlimited support must be provided.
- CIPC should not be charged extra for transport to CIPC offices.
- Support for a three year period.

3.22 Training

- Technical training for four staff members. (ICT staff training. Names to be provided by CIPC.)
- Training must include user training relating to the system.
- In-depth contact Centre training (including standard and customised reports) for five staff members – Call Centre Management.
- Manuals to be provided relating to system, as well as reporting.

3.23 Integration

- Service provider to assess the current CIPC bandwidth and advice on suitable changes.
- The proposed should interface with the CIPC systems via Application Programme Interface (APIs)
- The system should be able to integrate seamlessly with existing CIPC legacy systems, telephony and communications, as well as third party applications within CIPC, without sacrificing performance, reliability or security.
 - ❖ Enquiries system
 - ❖ K2 system
 - ❖ Computron/Erms
 - ❖ Ptolemy
 - ❖ Note: new developments may require new API integration.
- There should be no recurring per-user monthly fees for integrations with third party systems

3.24 ICT Infrastructure

- The CIPC requires detailed technical and architectural documentation with a **diagram** clearly indicating the required CIPC infrastructure equipment. Requirements to be indicated to enable CIPC ICT to cater for the solution (i.e. what type of switches, bandwidth spectrum size and other hardware are required.)
- Service provider must provide a diagram of the interconnectivity between CIPC and the service provider.
- The service provider must advise how much bandwidth to provide, CIPC will provide the bandwidth

3.25 Project Management

- Service provider should include costs for a project management service.
- The resource will report to the CIPC PMO office.



3.26 Documents and Handover

- The service provider needs to deliver all solution specification documents to CIPC.
- There should be a handover to both business and technical CIPC resources.

4. PRICING

Prospective bidders must submit a comprehensive proposal. The onus is upon the prospective bidders to take into account all costs for the duration and the price must be fixed for the duration of the contract.

- Cost breakdown must be provided, covering all required aspects in this tender.
- Configuration of system, integration with CIPC systems, maintenance and support.
- On-site support as and when requested during the maintenance period – **Unlimited support. CIPC should not be charged extra for transport to CIPC offices.**
- Ability to upgrade/scale to allow for additional functionality and/or licenses on **pay-as-you-go basis**. There should be an option to discontinue with a specific service without a lengthy waiting period if required.
- CIPC should not be charged extra for transport to CIPC offices during installation or maintenance and support, or for meetings.

TABLE 1 The following pricing table needs to be completed:

No	Description	Once off fee	Year 1 (VAT Incl)	Year 2 (VAT Incl)	Year 3 (VAT incl)	TOTAL (Vat inclusive)
1	Setup / configuration					
2	Project management during roll-out					
3	Training					
4	Software acquisition LICENSES - Quote should be based on 100 licenses. Licenses need to be based on pay per usage. CIPC may use from 30 up to 100 licenses					
5	Hardware acquisition (if any)					
6	Services costs: <ul style="list-style-type: none"> • Call services • Text and speech analytics • Social media • Webchat • Other (Elaborate) 					
7	Support					
8	Any other costs (Elaborate)					
	TOTAL PRICE					

NB The total price must be carried over to the pricing schedule and **will be used to evaluate the bids.** Prices must be firm for the duration of the project. **PRICE CARRIED OVER TO SBD FORM 3 AND SBD FORM 1 MUST INCLUDE ALL COSTS FOR THE DURATION OF ALL PERIOD STATED ABOVE UNDER PRICING. FAILURE TO COMPLY WITH THIS REQUIREMENT SHALL IMMEDIATELY INVALIDATE THE BID.**

5. DURATION OF CONTRACT

- Six months for implementation and testing followed by a 3 Year support contract.



6. EVALUATION PROCESS (Criteria)

The evaluation process will be done in accordance with the following criteria:

Bids will be evaluated in accordance with the **80/20** preference point system contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000).

6.1 Evaluation (Phases)

The evaluation will be completed in 3 phases:

Phase 1: Compliance to minimum requirements

Phase 2: Functional Evaluation

Phase 3: Pricing and Preferential Procurement policy

PHASE 1: COMPLIANCE TO MINIMUM REQUIREMENTS

During Phase 1 all bidders will be evaluated to ensure compliance to minimum document requirements. Without limiting the generality of the CIPC 'S other critical requirements for this Bid, bidder(s) **must submit the documents** listed in the **Table** below. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidder(s) proposal *may* be disqualified for non-submission of any of the documents

Item No	Document that must be submitted	Compliance provide ANSWER: Yes /No	Non-submission may result in disqualification
1.	Invitation to Bid – SBD 1		Complete and sign the supplied pro forma document.
2.	Tax Status – SBD1		a) Bidders must submit Tax Clearance Certificate (TCC) PIN b) The TCS PIN will be used for the verification of tax compliance status a Bidder
3.	Declaration of Interest –SBD 4		Complete and sign the supplied pro forma document.
4.	Preference Point Claim Form – SBD 6.1		Non-submission will lead to a zero (0) score on BBBEE
5.	Declaration of Bidder's Past Supply Chain Management Practices – SBD 8		Complete and sign the supplied pro forma document.
6.	Certificate of Independent Bid Determination – SBD 9		Complete and sign the supplied pro forma document.
7.	Registration on Central Supplier Database (CSD)		The Service Provider is encouraged to be registered as a service provider on the Central Supplier Database (CSD). Visit https://secure.csd.gov.za/ to obtain your Vendor number. Submit PROOF of registration on the Central Supplier Database (CSD Report) SUBMIT SUPPLIER NUMBER AND UNIQUE NUMBER
8.	Pricing Schedule		a. Submit full details of the pricing proposal in a separate envelope . b. Price must be carried over to SBD 3 c. The price envelop must be marked with the bidder's name d. Price must be in line with TABLE 1: (refer to page 11 of 16.)
9	IMPORTANT: Bidders must respond systematically and address separately and clearly marked all requirements, indicate understanding, approach, methodology, technology, systems etc. to be used as per TOR from point 3.1 to point 3.26.		The following documents need to be submitted as part of the proposal and will be used during the evaluation a) Experience of company (Testimonials must be provided) b) Resources (CVs of staff who will assist with this project) Kindly take note of the criteria on which the scoring is based. c) Project plan with timelines d) Technical Requirements / Proposal. e) Include list of reports (3.8 and architectural diagram (3.24) as well.



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ALL BIDDERS THAT COMPLY WITH THE MINIMUM REQUIREMENTS WILL ADVANCE TO PHASE 2.

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PHASE 2: EVALUATION CRITERIA

All bidders that advance to Phase 2 will be evaluated on the functionality as presented on the bid response by the same panel as for phase 1.

BIDDERS SCORING 65% OR HIGHER WILL ADVANCE TO PHASE 3.

No	EVALUATION CRITERIA	Rating					Weight	Total
		1	2	3	4	5		
1.	<p><u>Experience of company</u></p> <ul style="list-style-type: none"> Bidder must have relevant experience in the implementation of contact centre solutions, as well as the implementation of at least one cloud based contact centre solution Provide at least three references letters not older than 5 years, with (3) contactable references (on clients letterhead) relating to Contact Centre implementation (Preferably cloud based contact centers). <p>Note: At least one of the implementations must be active, with the ability for CIPC to conduct site visits if deemed necessary.</p> <p>Testimonial letters must contain the following information.</p> <p>The testimonial letter to address all the requirements of the criteria -Contact Centre implementation</p> <ul style="list-style-type: none"> Name of company for which solution has been rolled out Duration of the contract Duration taken to deliver the service Success of the project Contact details (including contact person and email address and/or telephone number) <p>Score = 1: Experience less than or equal to 1 year and no cloud based contact centre solution implemented</p> <p>Score = 2: Experience greater than 1 year, but not more than 2 years and no cloud based contact Centre solution implemented</p> <p>Score = 3: Experience greater than 3 years, but not more than 5 years and at least one cloud based contact centre solution implemented</p> <p>Score = 4: Experience greater than 5 years, but not more than 8 years; at least two cloud based contact centre solution implemented</p> <p>Score = 5: Experience greater than 8 years and three or more cloud based contact centers implemented.</p>						25	
2.	<p><u>RESOURCES</u></p> <ul style="list-style-type: none"> Provide three (3) CVs of key resources, with experience in roll out and maintaining a contact centre solution (Annexure B), (indicate seniority e.g. project leader etc.) that will be assigned to the project, clearly indicating relevant ICT and proposed solution/technology expertise. Accredited certification of the resources will be an added advantage. Evaluation of the CVs will be based on the experience relevant to the scope of work and not necessarily on the amount/number of CVs provided. Minimum experience 3 years & certification or accreditation linked to the proposed solution. (CVs indicating experience of staff in rolling out and maintaining a contact Centre solution) (Annexure B) <p>CIPC may verify references provided by bidders</p> <p>Score 1 = inadequate, inappropriate experience 1 year. experience & no accredited certification by OEM:</p> <p>Score 2 =, accreditation by OEM with only 2 yrs. relevant experience,</p> <p>Score 3 = 3 yrs. relevant experience and accreditation certification by OEM</p> <p>Score 4 = 4 -5 yrs. relevant experience & higher accredited certification by OEM or :</p> <p>Score 5 = 6 - 8 yrs. relevant experience & higher accredited certification plus additional certifications linked to the solution.</p> <p>*Note: Should the resource(s) not be available at the time that the tender is awarded, the successful bidder must ensure that the replacement resource(s) has/have the same level of knowledge, skills and experience as those reflected in the tender submission.</p>						15	



Continuation of Functional Evaluation Criteria

No	EVALUATION CRITERIA	Rating					Weight	Total
		1	2	3	4	5		
3.	<p>Project plan</p> <p>- Submit a detailed project plan with timelines, and key milestones for solution to be rolled out, from date of appointment. Project management tools & techniques,</p> <p>Score = 1: No project plan submitted;</p> <p>Score = 2: Poor project plan</p> <p>Score = 3: Good project plan with realistic dates, plan adequately aligned with CIPC requirements, No tools, techniques, samples provided.</p> <p>Score =4: Detailed project plan, plan adequately aligned with CIPC requirements plus one value add; with detailed samples, templates, tools used in the past projects indicated</p> <p>Score = 5: Excellent project plan, plan adequately aligned with CIPC requirements with many value adds; detailed samples, templates, tools used in the past projects indicated with additional reporting/feedback and management meetings with CIPC</p>						10	
4.	<p>Technical Scope Requirements Refer to above par 3 (3.1 to 3.26)</p> <p>NB: Bidders must response systematically and address separately and clearly marked all requirements, indicate understanding, approach, methodology, technology, systems etc. to be used as per TOR from point 3.1 to point 3.26.</p> <p>Score = 1: Proposal does not address the above requirements</p> <p>Score = 2: Proposal covers some of the requirements of the document</p> <p>Score = 3 Proposal covers all of the CIPC requirements outlined in the document and all required documents provided,</p> <p>Score =4: Proposal covers all of the CIPC requirements outlined in the document, all required documents provided, methodology technology/systems</p> <p>Score =5 Detailed proposal covers all of the CIPC requirements outlined in the document, all required documents provided, approach, methodology technology/systems and value add</p>						50	
	Total						100	

Note:

1. Functionality will count out of 100 points. Bidders must achieve a minimum score of **65 points out of 100** on the functionality evaluation to proceed to the next phase.
2. **BIDDERS THAT ACHIEVE LESS THAN 65 POINTS ON FUNCTIONALITY WILL BE DISQUALIFIED FOR FURTHER EVALUATION**

PHASE 3: PRICING AND PREFERENTIAL PROCUREMENT POLICY

Please Note: CIPC 6.1 Preference Points Claim Form in terms of the PPPFA is attached for claiming above mentioned points, if not completed the company will automatically score 0 points.



Preferential Procurement Policy

The bidders that have successfully progressed will be evaluated in accordance with the **80/20** preference point system contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000).

Pricing

Pricing will be calculated using the lowest price quoted as the baseline, thus the lowest price quoted will achieve full marks, while all other quotes will achieve a weighted average mark based on the lowest price.

Description	Total
Price	80
BBBEE	20
Total	100

- Provide fixed price quotation for the duration of the contract
- Cost must be VAT inclusive and quoted in South African Rand
- Costing should be aligned with the project activities / project phases

BROAD BASED BLACK ECONOMIC EMPOWERMENT (BBBEE)

- Provision of the Preferential Procurement Policy Framework Act (PPPFA), Act 5 of 2000 and its regulations 2017 will apply in terms of awarding points.
- Preference Points Claim Form, SBD 6.1 should be completed and signed by the bidder to be able to claim preference points.
- Calculation of points for B-BBEE status level contributor:
- Points will be awarded to a bidder for attaining the B-BBEE status level of contributor in accordance with the table below:
- Failure to submit a certificate from accredited verification agency substantiating the B-BBEE status level of contribution or is a non-compliant contributor, such bidder shall score 0 points out of the allocated maximum points for B-BBEE.

The bidder with the highest score will be recommended as the successful service provider.

9. BRIEFING SESSION

A compulsory briefing session shall be held at CIPC offices. Potential bidders note that attendance of this briefing session is compulsory, non-attendance will automatically disqualify a service provider from bidding

<u>COMPULSORY</u> BRIEFING SESSION/ SITE VISITS	DATE: 29 OCTOBER 2019 TIME: 11H00 AM VENUE: BLOCK D14, DTI CAMPUS, 77 MEINTJIES STREET, SUNNYSIDE PRETORIA
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10. SUBMISSION OF PROPOSALS

Sealed proposals will be received at the Tender Box at the Reception, 77 Meintjies Street, Sunnyside, **the dti** campus, Block F.

Proposals should be addressed to:

Manager (Supply Chain Management)
Companies and Intellectual Property Registration Office
Block F, **the dti** Campus, 77 Meintjies Street,
Sunnyside
PRETORIA

11. ENQUIRIES

A. Supply Chain Enquiries

Mr Solomon Motshweni OR Ms Ntombi Maqhula
Contact No: (012) 394 3971 /45344
E-mail: SMotshweni@cipc.co.za OR Nmaqhula@cipc.co.za

B. Technical Enquiries

Ms Magda Swemmer
E-mail: mswemmer@cipc.co.za

BIDS OPENING DATE: 11 OCTOBER 2019
BIDS CLOSING TIME: 11: 00 AM
BIDS CLOSING DATE: 12 NOVEMBER 2019

NB: IT IS THE PROSPECTIVE BIDDERS' RESPONSIBILITY TO OBTAIN BID DOCUMENTS IN TIME SO AS TO ENSURE THAT RESPONSES REACH CIPC, TIMEOUSLY. CIPC SHALL NOT BE HELD RESPONSIBLE FOR DELAYS IN THE POSTAL SERVICE.

[BIDDERS SHOULD ENSURE THAT BIDS ARE DELIVERED IN TIME TO THE CORRECT ADDRESS. LATE PROPOSALS WILL NOT BE ACCEPTED FOR CONSIDERATION](#)