



Companies and Intellectual Property Commission

a member of **thedti** group

**TERMS OF REFERENCE TO CONTRACT A SERVICE PROVIDER FOR THE SUPPORT AND
MAINTENANCE OF ERMS AND COMPUTRON TECHNOLOGIES**

Contents

1.	Introduction	3
2.	Background	3
3.	Scope of Work	4
4.	Technical Requirements and deliverables	4
5.	Training & Skill Transfer.....	5
6.	Duration of The Contract.....	5
7.	Special Conditions	5
8.	Evaluation Criteria.....	6
9.	Enquiries	9

1. INTRODUCTION

The Companies and Intellectual Property Commission (CIPC), herewith referred to as 'the Commission' was formed by the amalgamation of the Office of Companies and Intellectual Property Enforcement (OCIPE) and the Companies and Intellectual Property Registration Office (CIPRO), and is mandated by the Companies Act, 2008 (Act 71 of 2008). CIPC is an organ of state, outside the public service but within the public administration.

Main functions of Commission:

- Registration of Companies, Co-operatives and Intellectual Property Rights and maintenance thereof;
- Disclosure of Information on its register;
- 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;
- Oversight role of Independent Review professional bodies;
- Report , research and advise Minister on matters of national policy relating to company and intellectual property law

2. BACKGROUND

The ICT unit at CIPC exploits ERMS and Computron as technologies to deliver strategic services to its external clients. These are out of life legacy components of the ICT technology stack that are sought to be replaced in the near future with modern technologies, however, they are critical to the delivery of high priority CIPC services. Without them all critical services will not be operable let alone be made available to the CIPC clients. The replacement of these technologies is projected to last at least just under two years from now. While they are replaced they still need support and maintenance, thus this RFP. A service provider with relevant experience is sought to ensure continuous use of these technologies up until the replacement exercise is concluded.

3. SCOPE OF WORK

This requirement entails only support, enhancement and maintenance of the ERMS and Computron systems. ERMS is a VB6 based solution that implements a large number of core services at the CIPC. It has existed for over a decade now. Besides keeping these components functional, the business community occasionally require enhancements of some of the component functions, and such is inevitable since business change all the time. Computron is a proprietary software that the CIPC exploits as a workflow solution. This is a very old version of this technology which also is now operated by the CIPC for over 10 years.

Although the two components above are key for the delivery of online services, the Service provider is also expected to ensure that the following components are supported, enhanced and maintained since they are also integral parts of the online service delivery configuration:

- a) Image Server/IAviewer – for rendering of images.
- b) Dispatch server – for emailing of certificates.
- c) Kodak solution – for digitising documents.
- d) Indexing application – for document type transformations.

4. TECHNICAL REQUIREMENTS AND DELIVERABLES

The Service Provider should supply a maximum of four resources as follows:

Two Computron resources to do the following:

- a. Computron technical support – host server (Unix), desktop/client (VBAUI) and Informix database
- b. Configure Computron workflow process support and development – business and routing rules
- c. Perform first and second line support of a Computron services.
- d. Implement user exits – custom VB applications and ERMS
- e. Deployment of ERMS – executable with components running on user desktops
- f. Support and maintain integration to the Dispatch Server – VB application running on dedicated PC emailing customer certificates
- g. Support and maintain integration to the Image Server – integrated with the IAViewer for viewing images by internal users
- h. Develop integration to the Kodak solution

Two ERMS resource to do the following:

- a. Support, maintain & enhance ERMS
- b. Integrate ERMS to all the components in Section 3 above
- c. Perform first and second line support of all ERMS services.
- d. Support, maintain and enhance existing XML schemas and SOAP services.
- e. Develop Informix data extraction queries.

5. TRAINING & SKILL TRANSFER

The Service Provider(s) appointed shall be required to provide training, support and impart the necessary expertise to CIPC resources who will be shadowing them.

6. DURATION OF THE CONTRACT

The duration of the contract will be for a period of 24 months.

Please Note:

7. SPECIAL CONDITIONS

- a. The Service Provider/candidate must ensure that their work is confined to the scope as defined and agreed.
- b. Government Procurement General Conditions of contract (GCC) as issued by National Treasury will be applicable on all instances. The general conditions are available on the National Treasury website (www.treasury.gov.za)
- c. No advance payment will be made. Payment will be made in terms of the completed deliverables unless otherwise agreed upon by other parties (CIPC and the contractor). CIPC will pay within the prescribed period according to PFMA.
- d. The price quoted for the services must include Value Added Tax (VAT).
- e. The Service Provider/candidate shall be expected to sign a Non-Disclosure Agreement
- f. Tender offers must be received on the tender closing date and time specified on the invitation, fully completed and signed in ink as per Standard Conditions of Tender.
- g. Completion and submission of the Declaration of Interest.
- h. CIPC reserves the right not to make this appointment.

- i. Service Provider/candidate shall provide CIPC with all the license documentation that CIPC is entitled to as per the costing of the licenses.
- j. The Service Provider/candidate shall be required to provide training & skills transfer for the services as per paragraph 3 of this document.
- k. Individual shall be subjected to interviews and a selection test.

8. EVALUATION CRITERIA

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

The evaluation will be completed in phases:

- Phase 1: Compliance to minimum requirements
- Phase 2: Functional evaluation
- Phase 3: Pricing and Preferential procurement policy

Phase 1: Compliance to minimum requirements

- ✓ All bidders will be evaluated to ensure compliance to minimum document requirements (ex. Tax Clearance Certificates), ensuring all documents have been completed and that the specified documentation has been submitted in accordance to the bid requirements.
- ✓ Bidders will have to attach CVs with clearly stated and contactable references. Only referees who can give testimony only on the sought skills (as per Section 4 above) are required.
- ✓ All bidders will be evaluated by a panel of evaluators, to determine compliance to the functional requirements of the bid.

The functional evaluation will be rated out of 100 points and will be determined as follows:

Phase : Functionality: Evaluation criteria

CRITERIA	RATING					WEIGHT	TOTAL SCORE
	1	2	3	4	5		
Experience of the organization in executing similar projects						20	
Experience of individuals in Enhancing, Supporting and Maintenaning ERMS or Computron.						30	
Knowledge of integrating ERMS/Computron to: a) Image Server/IAviewer – for rendering of images. b) Disatch server – for emailing of certificates. c) Kodak solution – for digitising documents. d) Indexing application – for document type transformations.						30	
Knowledge of Informix database						10	
Reference for doing the above from at least one client						10	
TOTAL						100	

The Bids will be evaluated on a scale of 1 – 5 in accordance with the criteria below. The rating will be as follows:

Scale for the criteria above				
1 = very poor	2 = poor	3 = good	4 = very good	5 = excellent

Experience less than or equal to 2 years.	Experience greater than 2 years, but not more than 4 years.	Experience greater than 4 years, but not more than 6 years.	Experience greater than 6 years, but not more than 8 years.	Experience greater than 8 years.
--	--	--	--	---

Note:

- ✓ Functionality will count out of 100 points. Each individual (specialist) must achieve a minimum score of 60 out of 100 on the functionality evaluation to proceed to the next phase.
- ✓ Individuals that achieve less than 60% on functionality will be disqualified for further evaluation.

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

Phase 3: Preferential Procurement Policy and Pricing

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 through to Phase 2 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

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

9. ENQUIRIES

Supply Chain enquiries

Mr. Solomon Motshweni

Contact No: (012) 394 43971

E-mail: smotshweni@cipc.co.za

Technical enquiries

Mr. Deane Nkuna

Contact No: (012) 394 1281

E-mail: dnkuna@cipc.co.za