**ANNEXURE "H"**

# TERMS OF REFERENCE

## CIPC BID NUMBER: 34/2017/2018

**DESCRIPTION: PROCUREMENT OF A BUSINESS PROCESS MANAGEMENT (BPM) TOOL**

**CONTRACT PERIOD:** (*PLEASE REFER TO PAGE 16 OF 22 FOR DETAILS ON THE DURATION -UNDER PRICE*)

**TERMS AND CONDITIONS OF REQUEST FOR TENDER (RFT)**

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 RFT 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 RFT. 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. Price must be valid **for 90 days**

7. The Government Procurement General Conditions of contractors (GCC) will apply in all instances.

8. 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.

9. No advance payment(s) will be made. CIPC will pay within the prescribed period as per the PFMA.

10. All price quoted must be inclusive of Value Added Tax (VAT)

11. 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.

12. All information, documents, programmes and reports must be regarded as confidential and may not be made available to any unauthorised person or institution without the written consent of the Commissioner or her delegate.

13. 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.

14. CIPC will enter into Service Level Agreement with the successful Service Provider.

15. CIPC reserves the right not to award this bid to any prospective bidder or to split the award

16. 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 shall declare a Service Provider ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it 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.

**I, the undersigned**

**(NAME)**……………………………….………………………**certify that:**

**I have read and understood the conditions of this Request for Tender (RFT).**
**I have supplied the required information and the information submitted as part of this RFT is true and correct.**

…………………………….                             ……………..……………

 **Signature**                                                                                          **Date**

**Table of content**

## 1. Background

The purpose of this document is to provide the reader with an understanding of CIPC's Business Process Management (BPM) requirements and the requirements for a BPM tool.

The CIPC needs to see the clear links between strategy and operational processes. BPM refers to aligning the CIPC's processes with our evolving strategic intent i.e. managing the lifecycle of a process from definition, deployment, execution and measurement.

CIPC needs a practical and pragmatic approach to understanding how the organisation is a system for value creation, accumulation, and delivery. A Business Process Management tool will provide an end-to-end view of the organization and help us to identify the key performance business areas and supporting Key Performance Indicators (KPI's) that must be in place on a strategic level and then filtered through the processes to different levels of the organization – whether compliance, regulatory process and supporting technology for execution. It will provide CIPC staff with the correct information at the right time and ensure that processes are uniform across the organisation.

## 2. Problem statement
### Aligning CIPC Business Strategy & BPM

A solution to align BPM to the strategic outcomes of CIPC by:

- Managing end-to-end, customer-facing processes;
- Consolidating data and information visibility into processes;
- Increasing the efficiency and functionality of current processes;
- Deploy integrated standardised processes to partners or Service Centres more effectively;
- Monitor and optimise our processes from a single vantage point pursuant to strategic goals;
- Automate non-core functions such as supply chain; finance processes; etc.
- Implement legislative changes and innovations faster in a controlled environment; and
- Manage unique processes through an integrated workflow for processing, escalation and storage.

Selecting the appropriate BPM solution depends on scale, scope, functional requirements and specific use. We need a BPM Tool to manage and chart the transition to a process organisation. We need a BPM tool for Workflow, Processes, Process Content, Business Activity Monitoring (BI) and Enterprise Application Integration to provide complete input requirements i.e. definition, deployment, execution, measurement & analysis to manage business processes. BPM ensures that there is visibility, compliance, monitoring, continuous process improvement and ease of innovation or adaptation as the need arises.

There are three critical components that are required of a BPM Suite:

- Process execution & workflow engine - a robust platform for modeling and executing process-based applications, including business rules;
- Business analytics - enable the identification of business issues, trends, improvement opportunities with reports and dashboards; and
- Process repository - provides a system for storing role based value chain process and publishing processes, policies and a platform to implement Business Processes etc.

For Exco management, BPM provides a transparent view of the organisation's processes and performance measures, ensuring that all activities undertaken are aligned to the organisation's strategic outcomes and all performance reporting is traceable back to the Key Performance Indicators (KPI's) through dashboards.

**Exco**
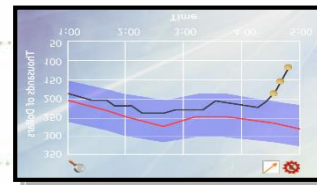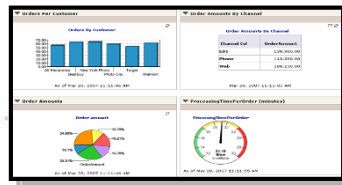


For the line of business management, BPM ensures that there is visibility into the processes and that they are able to control the performance of staff. Staff achieve consistent performance and results and are able to focus on innovative process proposals. Through the workflow tool, delays are removed as tasks can be escalated through automation.

**Business Line**
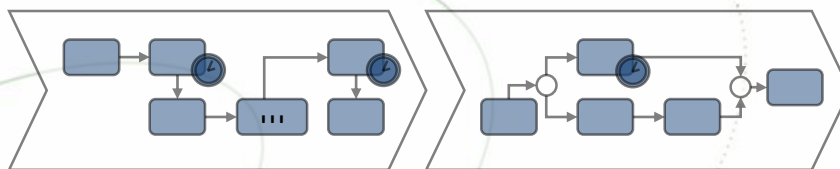


BPM integrates into existing legacy and back-end systems thereby enabling the end-user minimum disruption and assists them to work towards achieving targets, expectations and performance requirements. As work flows through the processes, tasks get automatically assigned to them at the right time in the process with exactly the right contextual data they need to do their work.

**End User**
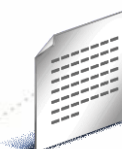


The customers of CIPC are interacting with us when they visit our website or call our contact center, visit our self-service centre and when they will visit our channel partners. Each of these interactions are moments of truth where our customers form perceptions about us and our service quality.

**Customer**

BPM helps to identify the critical customer facing business processes as per our value chain activities (**Fig. 1 & 2**) which are informed by our strategic objectives. BPM reduces process cycle times, improves productivity, enables real-time process visibility and can integrate with partner systems for streamlined documented processes as per ISO 9001.

The objective is to map all of CIPC's Value Chain processes and model, monitor, measure Standard Operating Procedures (SOP's) & Business Unit's Key Performance Indicators (KPI's) to evolving Strategy Outcomes.
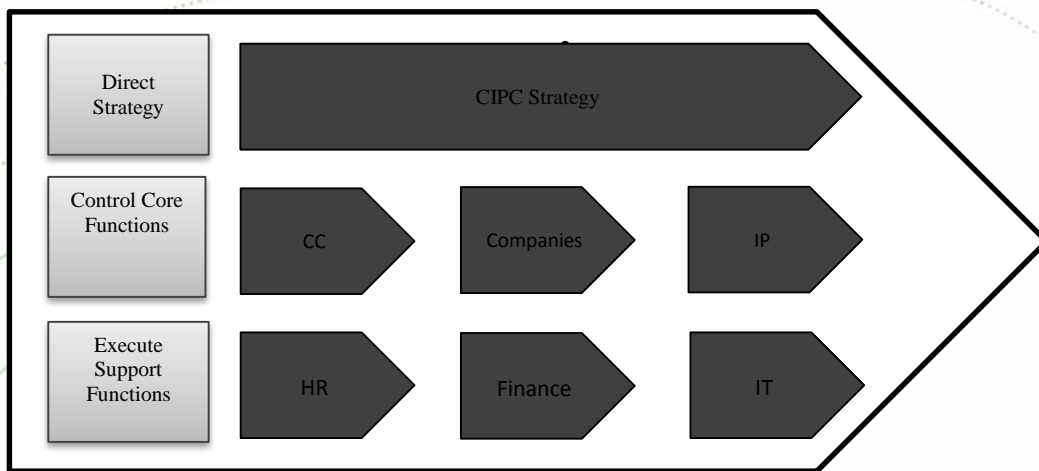


**Figure 1**

**CIPC Level 0 Value Chain**

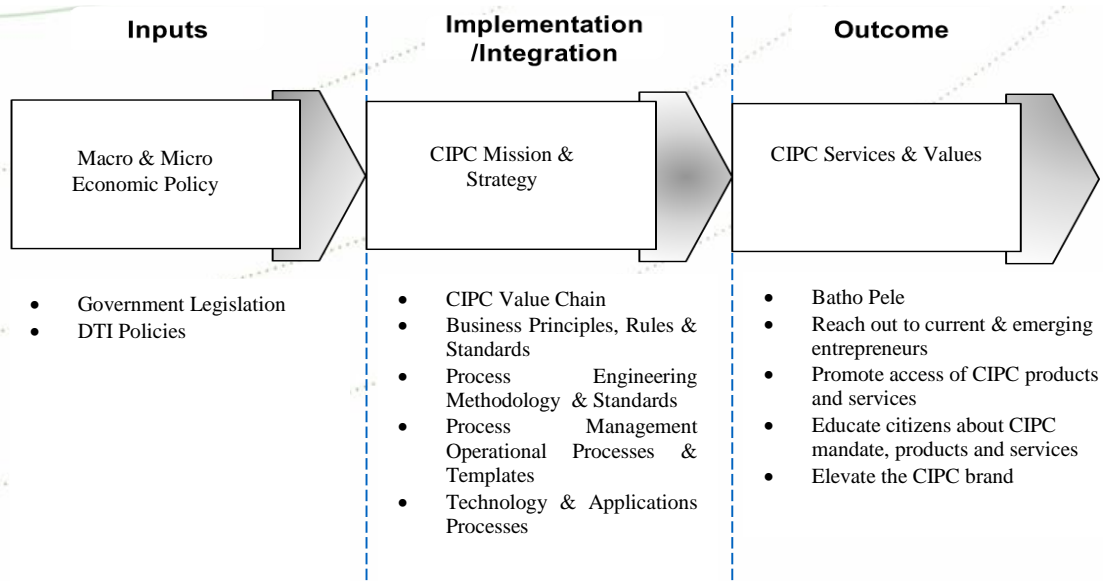Strategic Alignment of the CIPC Value Chain (Level 0) & the Core and Support Functions



**Figure 2**

**CIPC Macro Value Chain**

### 3. BPM Requirements Definition

#### Methodology and Use

This looks at and includes the methods for driving performance.

- Support for Industry Best Practice Methods (BPMN, Zachman, TOGAF, etc.);
- Integrate with CIPC custom applications that uses .Net, Java and Windows applications
- Support for requirements capture and tracking;
- Support for modelling auto assist, business rules capture and best practice;
- Administration of ownership privileges;
- Auto documentation and pre-views;
- Management of Processes, Organisation, Users and Projects;
- Capture, Scanning and Records Management
- Reporting; Workspace, Tutorials, Repository and Project Management Portals;
- Back-up and recovery mechanisms for back-up copies of data and system restoration including failure during recovery
- Importing & exporting capabilities.

#### Business Process Templates

This looks at the ability to decompose and document activities down to their most detailed level.

- Unambiguous and easy to use/ understand;
- Incorporate industry best practices;
- Version Control – ability to have multiple versions of the same workflow;
- Resizing and zooming capabilities, i.e. change properties
- Centralized requirement platform & analysis;
- Use Case & Test management Capabilities;
- Value Chain/Cross Functional Models
- Entity Relationship Diagrams
- Class Diagrams
- Activity Diagrams
- User Interface Modelling
- Prototype Modelling
- Traceability Design & Testing

#### User Support and Administration

This looks at the ability of handling a variety of user requirements.

- Security (ownership privileges);
- Defined roles and access privileges (Example: Process Owner);
- Change management;
- Software distribution;
- Scalability (i.e. growth for user increase);

### Integration

This looks at the ease of integration with existing technologies or platform(s).

- Integrate with existing technologies or platform(s);

- Ability to integrate with packaged vendors (i.e. to leverage of their core functionality);

- Able to integrate with Active Directory.

- The system shall run on at least Windows Server 2012.

- Database shall run on a SQL Server current version and two preceding versions.

- Platform shall run on the latest version of .Net. and/or Java applications

- The system shall support Visual Studio development of CMS/CXM templates.

- The system shall be operable on desktop & laptops

- The system shall not be limited by the nature of server, network switch or end-user device.


### Business Process Design & Modelling

This looks at the ability of the solution to design and deploy business processes with little coding requirements.

Design, model and automate business process with no additional coding requirements;

- Set rules and conditions for built processes;

- Assign the right users for the right tasks to seamlessly execute the business process.


### BPM Industry Specific Information

| |
|---|
| Product of the vendor indicated on the BPM Gartner Magic Quadrant |
| Product of the vendor in use at similar client locally - Similar refer to size and operational environment |


### BPM Solution Specific Information

| |
|---|
| Operating System Support |
| Supports Clustering |
| Solution Templates available |
| Multiple and single node server configurations |
| Centralized Server Management Tools |
| Flexible Decentralisation implementation capabilities. |

| |
|---|
| True thin client (web based) / Access without any client side interfaces or reporting controls. Client interface renders in most popular browsers.  Only Administration or Design interfaces may be fat client |
| Mission critical DRP provision requirement fulfilment |
| Provision to drive business process with more than Structured data |
| Capability to support adaptive/ad hoc workflows — rules for Work Distribution , Exception Management , Service Level Agreements / Target Management |
| Provision for Organisational Roles |
| Centralized back-up and restore |
| Process recovery / Rollback Capability |

**Capture Form Specific Information**

| |
|---|
| System can accommodate and support high volume Scan, Fax and File import and indexing |
| Configurable routing sequence definition for document types |
| Full Field and Form events accessibility through exposed API's |
| Customizable reports that portray document and user performance figures during the index process |
| Accurate Batch and Audit Tracking of items during capturing and indexing step |

**Design, Definition, Analysis, Modeling Specific Information**

| |
|---|
| Values from fields (on forms, passed parameters, etc.) are available and accessible throughout the process.  This implies information required for display purposes only and not necessarily for workflow routing. |
| Self-help tools & "wizard's" available to Developer and User - Capability to enhance facilities to include relevant standard procedures and templates for Developers and Users. |
| Rich graphical process definition tool for process planning, development and deployment. |

| |
|---|
| Graphical form design with tools. |
| The ability to utilise and integrate production information into Process Forecasting, Simulation and Design. |
| Process integration methodology (similar standards for all integration requirements) |
| Procedure/process pre-production testing facilities |
| Process Check in and out with auto versioning and rollback |
| Case instance, versioning and scenario tracking |
| Configurable automatic purge of case data when a case completes. |
| Full system support for sub processes. |
| Full Support for: Complex routing, branching, conditions and parallelism. Strong rule management capabilities. |
| Multiple addressees per step (leveraging Organisational Unit's or security groups on the Active directory) |
| Configurable deadline definitions (per step and process) |
| Configurable automatic withdrawal, escalation and alert notification of work items on deadline expiry |
| Shared work queues |
| Work list/queue viewing customisation |
| Rapid Application Development (RAD) tools |
| System Test with efficient error trapping. Rule collision and overlap detection. |
| Simulation Capability |
| Input / Output data analysis capabilities |
| "What-if" Scenario analysis for process optimisation capabilities. |

**Workflow Specific Information**

| |
|---|
| Comments can be attached to individual items. |
| Notification (e.g. via E-Mail alerts) for New Work Items, Deadline Reminders, Deadline Expired and Milestone Reached. |
| Individual work item re-routing (drag and drop) during runtime (re-assignment) and design (manual termination). Also automatic re-routing of items via "robot" or auto processors. |
| Graphical queue monitor |
| Provision for Unstructured content to drive business process -Document processing support capabilities |
| Work queue search, update functions and filters |

**Integration Specific Information**

| |
|---|
| Openness to multiple channel capabilities. (e.g. mobile, Self Service Terminals) |
| Extensible Mark up Language (XML) process definition storage |
| Complete integration with the organizational structures defined in the Active Directory® Services. |
| Dynamic destinations and escalations based on the User Groups defined in Active Directory |
| External data from an external program can be displayed to users via the User Interface |
| External process initiation |
| Application invocation capability |
| Integration with mail systems for In and Outbound document message receivables and sending |
| Exposed Workflow engine ,work queues and event handling via API and Web services |

| |
|---|
| Configurable Interface - menus and look-and-feel |

| |
|---|
| Out of the Box connectivity to specific systems and platforms |

| |
|---|
| Integration with related repositories and applications (e.g. Content Management) |

**Operational and Historical MIS Specific Information**

| |
|---|
| Operational & Historical analysis statistics available |
| Qualitative & Quantitative per Process / Work item / User |
| Queue and Process time availability per work item/process/user |
| Queue Quantities vs configurable threshold values |
| Actual vs Planned comparison |
| Trend analysis on any process/work item/user |
| User and Management configurable MIS views with pre-prepared favourites |

| |
|---|
| Search Capabilities: |
| Search Criteria with Configurable Filtering |
| Work item / Process and User based |
| Process Tracking and Notification based on configurable targets per region/process/user profiles |

| |
|---|
| Audit trails availability and access |
| Audit Level filtering available |
| Security and Access configurable |
| Database configurable |

| |
|---|
| Performance Measurement System measurement and recording |
| KPI's /SLA 's to be configured and specified per user and user groups |
| Calculation of process performance indices |

| |
|---|
| Full Process Analysing and Optimising capability based on Operational /Historical statistics |
| Trend and Correlation analysis on Performance of Regions / Process/ Profiles |
| Continuous improvement management |
| Trends, Projections and Correlation diagrams available |
| Distributions and arrival monitoring expressible via distribution |

| |
|---|
| Business Intelligence support for event analysis |

| |
|---|
| Clients outside organisation may pull report on progress on process invoked by him/on his name. GUI Interface to process must be pushed to user as a JPG. Notifications and interface for status checking fully customized. |

**Administration and System Management Specific Information**

| |
|---|
| System Administration and Business Administration to be managed via a thin client interface. System and Business administration access rights will be different to ensure users are managed by the business and the system variables by the system administrators. |
| Controlled access to management data (Security layers based on area's or information sensitivity) |
| Centralized back-up and restore |
| GUI administration accessible to Administrator |
| Out-of-the-box Load management |
| Supports Network Load Balancing and Clustering |
| High system performance |
| High throughput and scalability |
| Guaranteed delivery and transaction integrity |
| Near zero latency between internal workflow transactions (Assume Server, network & virus protection impact to be zero ) |
| True 24x7x365 operation |
| Full compatibility between versions |
| Dynamic Business Activity Monitoring Capabilities Alarms when plan values are not achieved (Administrative) |

### 4. Mandatory Delivery Requirements

**BPM Implementation and Delivery Scope (Scope of Work)**

The CIPC is keen to use the "think big and start small approach" which will allow extensibility and scalability to allow for learning, future growth and deployment in the environment. The following **steps** would ideally suit the implementation.

1. Tender Fulfilment Process
2. Demonstrations by Shortlisted Suppliers
3. BPM Tool Selection/Awarding
4. Training on BPM Tool
    - Describe the training plan for CIPC staff
    - Business Architect: 1
    - Process Engineer: 1
    - Business Analysts: 4
    - Developers: 4
    - E-learning courses should be made available for self-paced learning at CIPC.
5. Implement BPM Tool

- Selection of Prototype Area to be modelled: Includes area where minimal disruption is caused to operations and or applications. **NB: Implementation should be jointly done with the CIPC.**
- Business Case
- Develop Project Plan (Include Change Management & Communications Plan)
- Requirements Management
- Detail business operational redesign – at all levels – process, sub process, activity, task
- BPMS application design and generation (understand what must be done to support application generation and how to work with the technical BPMS staff to deliver successful BPMS solutions)
- Data use identification with data flow / transform modeling
- The use of web services, data models, technical requirements and user interface design
- BPM techniques (for modelling, rules definition, data use definition, data collection, process / work flow analysis and redesign, business operation testing, etc.)
- Building and analysing current operational models
- Business rule definition and entry into a rules modelling tool
- Defining problems with cost, quality, effectiveness, efficiency and failure to meet with KPI targets – tracking the problems to their sources and determining how they can be eliminated
- Designing performance management models
- Redesigning business operations and application support
- Defining application requirements for the business and creating technical spec for the applications
- Simulating the outcome of changes in process and workflow
- Documentation

- Populate Process Repository with BPM Artefacts, including defining CIPC Modelling Standards, Naming Conventions and Document Templates, Use Case, Test Case, including modelling templates, Anchor Models, Business Activity Attributes, etc.

6. Prototype Project Closure

- Develop and hand over training work instructions
- Document lessons learned
- BPM Best Practice (Centre of Excellence) implemented

7. Project reporting arrangements

- The resources will be reporting to the Project Manager : Process Architect

**PRICING**

Prospective bidders must submit a comprehensive proposal. The onus is upon the prospective bidders to take into account all costs for the duration of the BPM Implementation & Delivery Scope period and CLEARLY indicate the price increase structure.

**The pricing should include:**

1. **The license costs of the tool for a period of 24 months.**
2. **Process modelling services for hours equating to two technical resources for a period of 12 months. The CIPC might need different expertise at various phases of the project development, however, any expert required will bill against these hours.**
3. **A project management service (one project manager) for a period of 12 months.**
4. **Setup costs of the tool.**
5. **Support and maintenance costs for 12 months after the first 12 months implementation period.**
6. **Any other inclusion on the quotation should be substantiated by the bidder in terms of value or benefit.**

**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.**

**IMPORTANT NOTICE:**

- Price adjustments based on the Rate of Exchange (ROE) will only be considered on a quarterly basis (For (4) months intervals), this will allow sharing the risk between the State (CIPC) and the supplier.
- It should, however, be emphasized that price adjustments based on ROE fluctuations, will be allowed only on the imported contents of the commodity and to meet only the suppliers' additional costs of the imported content.
- Supplier to provide proof where necessary.

**CIPC reserves the right to procure other items not mentioned above outside of this contract.**

**SPECIAL CONDITIONS**

- The bidder must provide assurance/guarantee to the integrity and save keeping of the information (that it will not 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.

- CIPC reserves the right to negotiate with the successful bidder on price.

- The service provider must ensure that their work is confined to the scope as defined.

- Travel between the consultants home, place of work to the dti (CIPC) vice versa will not be for the account of this organization, including any other disbursements.

- Government Procurement General Conditions of contract (GCC) as issued by National Treasury will be applicable on all instances. The general conditions is available on the National Treasury website (www.treasury.gov.za).

- No advance payment would be made. Payment would be made in terms of the deliverables or other unless otherwise agreed upon by CIPC and the successful bidder. CIPC will pay within the prescribed period according to PFMA.

- The price quoted by the prospective service provider must include Value Added Tax (VAT).

- The successful bidder must at all times comply with CIPC's policies and procedures as well as maintain a high level of confidentiality of information.

- 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.

- 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.

- 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.

- The service provider will be required to sign a Service Level Agreement (SLA) with CIPC prior to the commencement of the contract.

- As the commencement of this project is of critical importance, it is imperative that the prospective contractor is available immediately. Failing to commence with this project immediately from date of notification by CIPC would invalidate the prospective service provider's proposal.

- CIPC reserves the right not to award this bid to any prospective bidder or to split the award.

## 5. EVALUATION PROCESS:

**THE EVALUATION PROCESS WILL BE COMPLETED IN THE FOLLOWING 4 PHASES:**

The evaluation will be completed in 3 phases:

1. **Phase 1: Compliance to minimum requirements**
2. **Phase 2A: Functional evaluation**
3. **Phase 2B: Functional evaluation**
4. **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 (e.g. Tax Clearance Certificates), ensuring all documents have been completed and that the specified documentation has been submitted in accordance to the bid requirements. All bidders that comply with the minimum requirements will advance to Phase 2.

**Responsiveness Criteria: Failure to provide the following might result in a bid not to be considered: (mandatory requirements)**

a) Bid offers must be properly received on the tender closing date and time specified on the invitation, fully completed and signed in ink as per Standard Conditions of Tender.

b) Submission and completion of the Declaration of Interest

c) Submission of an original and valid Tax Clearance Certificate (**PLEASE ALSO SUBMIT TAX PIN FROM SARS**)

d) Submission of the company's registration certificate from the Register of Companies (CIPC).

e) National Treasury CSD report **WITH** the **Supplier number** and **UNIQUE NUMBER**

**Phase 2 A – Functional evaluation**
**Preparation of proposal**

NB: Bidders are required to submit, as Annexure to their Bids, documentation which supports the responses provided in respect of the Functional Evaluation Criteria below, including:

Each respondent is required to submit a proposal containing the following information:

1. Describe the solution resourcing plan detailing:

o Two technical resources (minimum of 3 years product experience), and one senior technical resource, (minimum of 5 years product experience) should be deployed for this project for the product proposed. **CV's must be attached, including qualifications and product knowledge/experience. (NB**. **Should there be changes to the resources as indicated on the bid response documents, for whatever reason, before the start/implementation of the project, the replacement resources should have similar experience, technical capabilities and knowledge of the product as the ones indicated on the response documents**).

o Describe the role(s) of each resource. The number of resources that is proposed should be factored in the price of the project.

o Please consider the schedule in the **BPM Implementation and Delivery Scope** (steps 4 – 6) when outlining this.

2. Support and Maintenance Requirements

o Detailed description (checklist) of how the tool meets/complies with:

- BPM Industry Specific Information

- BPM Solution Specific Information

- Capture Form Specific Information

- Design, Definition, Analysis, Modeling Specific Information

- Workflow Specific Information

- Integration Specific Information

- Operational and Historical MIS Specific Information

- Administration and System Management Specific Information

o Describe the Support packages offered

o Describe the Maintenance arrangements

o How are software updates communicated to customers?

o Software cost;

o Additional hardware cost (if applicable);

o Installation cost;

o Maintenance and Technical Support cost;

o Licensing costs which include:

- Named user licensing (based on number of users) and/or;

- Perpetual License (outright purchase) and/or;

- Subscription license;

3. Estimated rate per specialised personnel (rate per hour) including equipment; and

4. Proof of experience that illustrates that work of similar size was delivered before.

5. A declaration that the professional services provider understands and is qualified and prepared to perform the scope of work as detailed in the **BPM Implementation and Delivery Scope (**steps 4 – 6).

Bidders are evaluated based on the functional criteria set out in this RFP (BPM Requirements Definition).

Only those Bidders which score a minimum **of 60** points or higher (out of 100) during the functional evaluation will proceed to be evaluated during the phases 2B and then 3.

| EVALUATION CRITERIA | Rating | | | | | Weight % | Total |
|---|---|---|---|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 | | |
| **System Capability/Implementation to comply with:**<br>BPM Solution Specific Information<br>Capture Form Specific Information<br>Design, Definition, Analysis, Modelling Specific Information<br>Workflow Specific Information<br>Integration Specific Information<br>Operational and Historical MIS Specific Information<br>Administration and System Management Specific Information | | | | | | 20 | |
| **Solution key features:**<br>Business Process Design & Modelling<br>Methodology and Use<br>Business Process Templates<br>User Support and Administration<br>Integration<br>System to manage overall handling and processing | | | | | | 20 | |
| **Functional requirements:**<br>No coding<br>Reporting<br>Portals<br>Collaboration<br>Ability to export files into excel, CSV, PDF, Word or XML format.<br>Deliver high volumes , large scale document processing across a wide range of hardware and software configurations<br>Organisation and roles based<br>A business reporting process that provides for transparency, traceability and protection of integrity of information<br>Workflow and escalation protocols including notifications Repository for retrieval, storage and access which is scalable<br>A scalable platform (provide size preferably) – flexible architecture<br>Queue management capability<br>Analysis and reporting<br>Disaster Recovery and Business Continuity<br>**Software / Architecture:**<br>System to be exclusively distributed to CIPC with a built on extensible object orientated architecture which provides a rich application programme to enable developers to easily integrate into Java or .Net applications<br>The solution should be host-able both on-premise | | | | | | 15 | |
| **Hardware:**<br>**Hardware requirements for:**<br>Production<br>Network supporting the applications and data<br>Please disclose your preferred solution environment and explain your licensing requirements for any other database | | | | | | 5 | |
| **Resourcing:**<br>CV's of project team to be assessed that will be permanently allocated to this project clearly detailing their Qualification within the ICT environment<br>At least three technical resources, includes one senior resource, (each with a minimum of 3 years relevant experience on the product proposed) should be deployed for this project. CV's must be attached.<br>Resourcing to be allocated and location | | | | | | 10 | |
| **Proven and contactable experience of Project Management, Software Design and BPM Implementation within the discipline of ICT environment for individual projects for regulators on the previous clients letterhead** (Please provide a minimum of three (3) contactable references with clients letterhead for BPM implementation ) | | | | | | 30 | |
| **Total** | | | | | | **100** | |

**Phase 2 B – PRACTICAL DEMOSNTRATION (Bidders to be invited to demonstrate the Tool Capabilities onsite, based on):**

Successful bidders will be expected to demonstrate, onsite, the claims made on their respective proposals regarding the alignment of their proposed solution to Section 2A of this ToR. The demonstration will be evaluated according to:

| EVALUATION CRITERIA | Rating | | | | | Weight | Total |
|---|---|---|---|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 | % | |
| **System Capability/Implementation to comply with:** <br> BPM Solution Specific Information <br> Design, Definition, Analysis, Modelling Specific Information <br> Workflow Specific Information <br> Integration Specific Information <br> Operational and Historical MIS Specific Information <br> Administration and System Management Specific Information | | | | | | 35 | |
| **Solution key features:** <br> Business Process Design & Modelling <br> Methodology and Use <br> Business Process Templates <br> User Support and Administration <br> Integration <br> System to manage overall handling and processing | | | | | | 35 | |
| **Functional requirements:** <br> No coding <br> Reporting <br> Portals <br> Collaboration <br> Ability to export files into excel, CSV, PDF, Word or XML format. <br> Deliver high volumes , large scale document processing across a wide range of hardware and software configurations <br> Organisation and roles based <br> A business reporting process that provides for transparency, traceability and protection of integrity of information <br> Workflow and escalation protocols including notifications Repository for retrieval, storage and access which is scalable <br> A scalable platform (provide size preferably) – flexible architecture <br> Queue management capability <br> Analysis and reporting <br> Disaster Recovery and Business Continuity <br> **Software / Architecture:** <br> System to be exclusively distributed to CIPC  with a built on extensible object orientated architecture which provides a rich application programme to enable developers to easily integrate into Java or .Net applications <br> The solution should be host-able both on premises | | | | | | 30 | |
| **Total** | | | | | | **100** | |

Note:

- The practical demonstration will count out of 100 points. Each individual bidder must achieve a minimum score of **65 out of 100** on the practical Assessment in order to proceed to the next phase (Phase 3).

- Bidders that achieve less **than 65 on** the practical demonstration will be disqualified from further evaluation.

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

Those Bidders who pass the Functional Evaluation & Practical Assessment (Phases 2A & 2B) will be evaluated on price and BBBEEE in accordance with the applicable legislation. The commercial evaluation process will be applicable at this stage.

### *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.

## 1.6. SUBMISSION OF PROPOSALS

Sealed proposals must be delivered 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

**ENQUIRIES**

A. **Supply Chain Enquiries**

Mr Solomon Motshweni OR Ms Ntombi Maqhula

Contact No: (012) 394 5233 /45344

E-mail: SMotshweni@cipc.co.za OR Nmaqhula@cipc.co.za

B. **TECHNICAL QUERIES TO BE ADDRESSED TO**

Technical enquiries:

 Project Manager: Daniel Nyathi

Contact No: (012) 394 5007

E-mail: dnyathi@cipc.co.za