

REQUEST FOR QUOTATION (RFQ)

REQUEST FOR PROPOSALS FROM SERVICE PROVIDERS TO PROVIDE TRADE & INVESTMENT KWAZULU-NATAL WITH ISO 9001:2015 INTERNAL AUDIT CONSULTANT

RFQ No.	RFQ/202425/19
RFQ ISSUE DATE	26 FEBRUARY 2025
BRIEFING SESSION	Microsoft Teams 03/03/2025 @11h00am Click to: Join the meeting now Meeting ID: 335 808 540 030 Passcode: HJ7TU6sH
RFQ DESCRIPTION	REQUEST FOR PROPOSALS FROM SERVICE PROVIDERS TO PROVIDE TRADE & INVESTMENT KWAZULU-NATAL WITH ISO 9001:2015 INTERNAL AUDIT CONSULTANT
CLOSING DATE & TIME	07 MARCH 2025 @ 12h00
LOCATION FOR SUBMISSIONS	quotations@tikzn.co.za (please insert RFQ number on the subject line)

Bidders must submit responses via e-mail at: quotations@tikzn.co.za before or on the stipulated date and time. For any queries or questions, please use the above-mentioned email address.

Trade & Investment KwaZulu-Natal requests your quotation on the goods listed above. Please furnish us with all the information as requested and return your quotation on or before the date and time stipulated above. **Late and incomplete submissions will invalidate the quote submitted.**

SUPPLIER NAME: _____

POSTAL ADDRESS: _____

MAAA NUMBER (CSD NO) _____

TELEPHONE NO: _____

FAX NO: _____

E MAIL ADDRESS: _____

CONTACT PERSON: _____

CELL NO: _____

SIGNATURE OF BIDDER: _____

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DIRECTORS: R N Ngcamu (CEO), T V Mhlongo (CFO), N M Sajini (Acting Company Secretary)



DETAILED SPECIFICATION

REQUEST FOR PROPOSALS FROM SERVICE PROVIDERS TO PROVIDE TRADE & INVESTMENT KWAZULU-NATAL WITH ISO 9001:2015 INTERNAL AUDIT CONSULTANT.

1. INTRODUCTION

- 1.1. Trade & Investment KwaZulu-Natal is a South African trade and inward investment promotion agency, established as a Schedule 3C public entity, to promote the province of KwaZulu-Natal as an investment destination and to facilitate trade by assisting local companies to access international markets. In terms of the Public Finance Management Act, Act No.1 of 1999, as amended (PFMA), Trade & Investment KwaZulu-Natal must fully comply with all the requirements of the PFMA and all other relevant and applicable legislation.
- 1.2. Trade & Investment KwaZulu-Natal is governed by the KwaZulu-Natal Trade and Investment Agency Act, 2010 (Act No. 05 of 2010). In terms of Chapter 2 section 4 (1) of the KwaZulu-Natal Trade and Investment Act, the main functions of the entity are to:
- Identify, develop, market, and promote investment opportunities in the province to international and domestic investors;
 - Develop the export capacity of the province;
 - Develop the export market of the province;
 - Foster trade and investment within the province;
 - Develop a provincial investment and export plan for the development, promotion, and marketing of inward investments and exports from the province; and
 - Keep and maintain a database of investment opportunities within the province in such a manner as to benefit all sectors of the economy.

2. PURPOSE

The purpose of this project is to appoint a suitable service provider who will assist TIKZN in outlining the current Quality Management System to obtain certification.

3. SCOPE OF SERVICES

In 2019 TIKZN was awarded the QMS ISO 9001:2015 certification. In order to maintain certification, TIKZN request to engage a consultant over the period of 14 days who will provide guidance and support to ensuring that TIKZN is well prepared for the external audit. The consultant will also be required to provide the below required services:

- **Conduct a GAP analysis of the current ISO 9001:2015 system.**
- **To review and revise all business unit Flow Charts/Processes. Submit final flow/process charts in word document and PowerPoint by the means of a USB.**
- **Reviewing and updating Quality Manual, Quality Policy, Policy Statement, Procedure Manual.**
- **Reviewing customer feedback platforms.**
- **Interrogation of the QMS to ensure all potential risks are closed.**
- **To prepare management and functional teams, key personnels and staff for certification and long-term maintenance of the QMS compliance to ISO 9001:2015 thorough effective pre-certification assessment/auditing.**
- **To review previous identified audit finding and to ensure that corrective action has been implemented.**
- **Submit final report of the internal audit.**
- **Provide x5 A3 ISO 9001:2015 related poster**

3.1 SERVICE STANDARDS

The expected standard from the consultant.

The ISO 9001:2015 consultant undertakes to perform the service with the highest standards of professionalism and ethical competency and integrity. Any study reports or other materials, graphics software and otherwise, prepared by the consultant for TIKZN shall belong and remain in the property of the client.

The following are the general expectations from the consultant:

- Commitment to treat with utmost confidentiality, all information and materials gathered and used relating to this engagement or TIKZNs business or operations.
- Agree not to reproduce, transcribe or disclose TIKZN information to third parties without prior written approval from TIKZN Management.
- Provide assistance/direction with the principals, terminology and guidelines.
- Preparation of the ISO 9001:2015 QMS Systems Review, and improvement processes work plan with schedule of activities for all the training, workshops and consultancy in compliance with ISO 9001:2015 requirements for the entire duration of the project.
- Adherence to appointments/training and workshop schedules and consultancy visits and any changes or adjustments of schedules as agreed upon. For any request for changes or cancellation of schedules as agreed upon. For any request for changes or cancellation of schedule at least one week notice shall be given and changes shall be made upon agreement by both parties.
- Provide technical advice and guidance to TIKZN until certification is finalized

3.2 CONSULTANTS QUALIFICATIONS REQUIREMENTS

The ISO 9001:2015 consultant shall show proof of sample work to support the following qualifications requirements:

- Must hold at least a bachelor's degree in public management, public administration, business administration or related field and attended at least 40 hours relevant QMS/ISO training.
- Must have undertaken at least five successful consultancy and training services within the last ten years, with firms/entities, including private companies, on the establishment of QMS towards the achievement of the certification to ISO 9001 standard.
- Must hold an accredited Auditing certification of the Quality Management System
- More points shall be added for: (a) Consultants who engaged in the latest version 9001 series, (b) Consultant's experience with government organization and processes related to appraisal and approval of project.
- Must have excellent writing and communication skills.

4. REQUIRED EXPERTISE AND COMPETENCIES

The Service Providers proposal must outline the expertise and competencies on offer and should expressly detail their previous experience with projects of this nature. This may be supported by the CV's of the team or lead consultants. To achieve the scope of work, the service provider/s appointed to undertake this project should demonstrate the following key competencies:

- Comprehensive knowledge and proven track record in **ISO 9001:2015**.
- Any accredited Quality Management System body registration.
- Must produce QMS Auditing qualification.

KINDLY NOTE THAT A FAILURE TO FULLY COVER THE ABOVE IN YOUR PROPOSAL WILL RESULT IN YOUR PROPOSAL BEING REJECTED WITHOUT FURTHER CONSIDERATION.

5. METHODOLOGY

- Actual observation of processes
- Personal interview with selected personnel.
- Facilitate correction of previously audit findings.
- Review TIKZN Quality Manual.
- Assistance in the promotion of ISO 9001:2015 within organization.

6. RESPONSIBILITIES OF TIKZN

- Ensure participation and cooperation of all employees to ISO 9001:2015 related courses and activities.
- Reproduce and provide the training materials of the participants if necessary.
- Provide necessary documents for ISO documentation requirements.
- Provision of room /office space for the consultant.

7. EVALUATION PROCESS

7.1 Phase 1: SCM Administrative requirements

- The service provider must submit their company profile
- A detailed workplan on how the ISO9001-2015 will be conducted
- The service provider must submit proof of registration on CSD (Central Supplier Database)/SARS PIN.
- The SBD 4 form must be completed, and signed by the authorised company representative.
- The SBD1 form must be completed, and signed by the authorised company representative.
- The POPIA consent form must be completed, and signed by the authorised company representative.
- The bidder must submit SBD 6.1 preference points claim form.

Failure to provide the above information may lead to bidder's proposal not being considered further.

7.2 Phase 2: Mandatory Requirements

Only bid proposals that meets pre-compliance requirements will be evaluated on mandatory requirements. The Bidder must complete the section below by answering **YES or NO**. If, Yes, please attach proof.

NO.	REQUIREMENT	COMPLY: YES OR NO
1	Professional registration with the Professional Body / Institution. The Bidder must submit documentary proof of any accredited Quality Management System body registration	

NOTE: Failure to meet all the mandatory requirements will lead in the Bidder being disqualified and not further evaluated for functionality (Phase 3).

7.3 Phase 3: Functionality Criteria

- Only bid proposals that meet mandatory requirements will be further evaluated on functionality criteria,
- The Bidder must score a minimum of **70%** during Phase 2 (functionality / technical) of the evaluation to qualify for Phase 3 of the evaluation where only points for Price and Specific Goals Scoring will be considered.
- N.B: Service providers that fail to score a minimum of 70/100 points (equivalent to seventy percent (70)) on functionality will not be considered and evaluated further on phase 3- price.
- The service providers will be evaluated on functionality in accordance with the below functionality criteria and values:

Functional Criteria	Total
1. Key Personnel (30/100): Demonstrated ability of the Individual/Team to render the service and the expertise of key staff members. This must be supported with a submission of the facilitator's CV and qualification, detailing the number of years in the related field.	30
Rating score values for demonstrated ability are as follows: 1-2 years' experience of the team = 10; 3-5 years' experience = 15; 5-10 years = 20; - More than 10 years = 30	
2. Number of Completed Similar Projects in the Government and private sector. Equivalent Points must be supported by references on the company letterheads and signed by the respective company representative, and must not be more than 5 years old (30/100): This must be supported by the submission of a list of all projects successfully completed, as well as letters of completion and references from current/previous clients. The bidder must attach duly signed relevant references letters to qualify for the indicated points. 0 -reference letter provided = 0 1-2 Reference letters = 10 3-4 Reference letters = 20 - Above 5 Reference letters = 30	30
3. Adequacy of the proposed workplan and methodology in responding to the terms of reference. The quality and reasonableness of the project work plan will be assessed / evaluated and therefore a detailed work program outlining the various workflow items/tasks required for this project must be submitted. (40/100) - No program = 0; - Poor program (insufficient information provided) = 05 - Adequate program (work items shown) = 20 - Good program (all necessary work items shown) = 35 - Excellent program (all necessary work items shown, including links between tasks and risks as well as additional information) = 40.	40
Total	100

7.3 Phase 3: Price and Specific Goals Scoring

Pricing Considerations:

- Bidders' price quotations must be inclusive of all applicable taxes **(including VAT)**.
- Bidders total price weighs 80 points.

Specific Goals

- The bidder must submit SBD 6.1 preference points claim form.
- B-BBEE Certificate / Affidavit.
- Bidders' specific goals weigh 20 points.

Specific Goals Criteria	Points
1. Ownership: Race (African,colored and Indians) 100% Black owned= 13 points ID Copies of Directors/CSD Report/BBBEE Certificate/Affidavit	
2. Ownership: Disabled. 02 points Medical Certificate from a registered medical practitioner	
3. NYDA Goals: Promotion of youth owned enterprises 51 % or more= 5 points ID Copies of Directors/CSD Report/BBBEE Certificate/Affidavit	
Total Points	20

RFQ responses will be evaluated on the 80/20 Price & specific goals. Completed SBD 6.1. Preference Points Claim Form in terms of The Preferential Procurement Regulations 2022 must be completed and be submitted together with a copy of Sworn Affidavit or BBBEE Certificate to claim specific goals points. Failing to submit both will result in your company scoring zero (0) points for specific goals.

NB: Tax matter for the recommended bidder will be verified on Central Supplier Database (CSD) or SARS eFiling prior to awarding. If the bidders' tax matters are non-compliant in terms of clause 4.2 & 4.3 will be exercised from National Treasury Instruction No. 09 of 2017/2018 (Tax Compliance Status Verification).

8. COMMUNICATION

All enquiries relating to this RFQ should be sent via email: quotations@tikzn.co.za

9. CONDITIONS TO BE OBSERVED WHEN RESPONDING TO RFQ

No RFQ shall be deemed to have been accepted unless and until a formal contract/letter of award/order form is prepared and executed. Quotation shall remain open for acceptance by Trade & Investment KwaZulu-Natal for a period of 90 days from the closing date of the RFQ Enquiry.

10. COST OF BIDDING

The service provider shall bear all costs and expenses associated with the preparation and submission of its RFQ, and Trade & Investment KwaZulu-Natal shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

END OF RFQ DOCUMENT

Annexed to this document for completion and return with the document:

- Quotation on a company letterhead.
- Completed and signed Declaration of Interest (SBD 4).
- Completed and signed Invitation to bid (SBD1 -Part A & B)
- Completed and signed POPIA consent form.
- Completed and signed preference points claim form (SBD6.1).
- Copy of CSD Report or MAAA Number (National Treasury).
- Information requested as per the mandatory requirements.