



BLUE LABEL

TELECOMS

Request for Proposal

REQUEST FOR PROPOSAL	
RFP No	RFP 1002/2022
Description:	Blue Label Distribution (BLT) intends on appointing a suitable vendor in the implementation of a MultiDomain Operational and Analytical Master Data Management solution that will be used by the entire organization.
Issue Date	14 September 2022
Compulsory Briefing session	22 September 2022
Closing date for questions/queries	20 September 2022
RFP Closing Details	Venue: Online (email: ITtenders@blts.co.za)
RFP Validity Period	120 Days from the Closing Date

TENDER ISSUED BY	
Company	Blue Label Distribution/ (BLT)
Address	90 Grayston Drive
Acquiring Department	Information Technology
Delivery/ service address	Blue Label Distribution (Pty) Ltd 6 Benmore Road Benmore Gardens Sandton

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SECTION 1: INTRODUCTION

Blue Label Distribution is a JSE-listed company that sells innovative technology solutions for mobile commerce to emerging markets in South Africa and abroad. Blue Label Distribution is the largest distributor of prepaid e-tokens of value, with over 150,000 distribution points of representation nationally. We offer tailor-made and specialised solutions for various go-to-market environments.

SECTION 2: OVERVIEW OF THIS RFP

2.1 Invitation to suppliers

- 2.1 Blue Label Distribution (Pty) Ltd or Blue Label Telecoms (herein after referred to as “BLT”) invites accredited suppliers to submit proposals for delivery/rendering of a Master Data Management Solution to BLT as described, in accordance with the requirements set out in this Request for Proposals (RFP).
- 2.2 The purpose behind this RFP is to seek a detailed technical and commercial proposal for procurement of the Services desired in this RFP. Interested Bidders are advised to go through the entire RFP before submission of response to avoid any chance of elimination.
- 2.3 The eligible Bidders who intend to respond or propose for providing of the required services to BLT are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at BLT’s discretion.
- 2.4 This RFP seeks proposal from Bidders who have the necessary experience, capability & expertise to provide BLT with the proposed Services adhering to the requirements outlined in this RFP.

2.2 Structure of the RFP

Section	DESCRIPTION	Included
1	Introduction	x
2	Overview of this RFP	x
3	Disclaimer	x
4	RFP Timelines	x
5	Definitions	x
6	Scope of tender	x
7	Business requirements/terms of reference	x
8	Specifications	
9	Requirements for tender responses	
	Part A: Administrative Requirements	x
	Part B: Mandatory requirements	x
	Part C: Technical proposal requirements	x
	Part D: Commercial proposal requirements	x
10	Evaluation Criteria	x
11	Tender evaluation methodology	x
12	Tender terms and conditions	x

SECTION 3: DISCLAIMER

- 3.1 The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of BLT, is subject to the terms and conditions set out in this RFP.
- 3.2 This RFP is not an offer by Blue Label Distribution (BLT) but an invitation to receive responses from the eligible Bidders.
- 3.3 The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require.
- 3.4 Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advice/clarifications. BLT may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- 3.5 BLT, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.
- 3.6 BLT also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- 3.7 The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.
- 3.8 The issue of this RFP does not imply that BLT is bound to select a Bidder or to award the contract to the Selected Bidder, as the case may be, for the Project and BLT reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFP.

SECTION 4: Timeline for this RFP

- 4.1 The table below lists key events, dates and periods applicable to this RFP.

No	Description of activity	Date/Period
1.	Publication date of RFP on the BLT Website	14 September 2022
2.	Deadline for registration of suppliers to attend the briefing session and emailing of questions	20 September 2022
3.	Compulsory briefing session	22 September 2022
4.	Solution Presentation and pricing	30 September 2022
5.	Evaluation period of supplier's responses (estimate)	12 October 2022

No	Description of activity	Date/Period
6.	Date for notification to successful and unsuccessful suppliers (estimate)	13 October 2022
7.	Contract negotiation and finalization (estimate)	24 October 2022
8.	Target date for commencement of the contract	01 November 2022
9.	Duration of this contract	3 years with an option to renew

Section 5: Submission of response

1. Every supplier that intends to respond to this RFP should indicate its Intention to Respond through the mailbox: ITTenders@blts.co.za by the due date specified above.
2. Suppliers must submit their responses to this RFP via the provided platform.
3. Suppliers must submit their proposals to BLT prior to the stipulated closing date and time of the RFP. Late RFPs will only be considered in exceptional circumstances.
4. All responses and supporting documentation must be submitted via the BLT portal in English. Suppliers should submit their pricing in both a Portable Document Format (PDF), as well as in an editable format. All templates/forms included in this RFP must be populated, unless otherwise indicated. BLT reserves the right to disqualify suppliers who do not complete the templates/forms in full. Suppliers are instructed to adhere strictly to the numbering used in this RFP to facilitate ease of evaluation.
5. Suppliers must supply all relevant information. Material deficiencies in a supplier's proposal may result in BLT rejecting the supplier's proposal as non-responsive.
6. Suppliers are responsible for checking that all necessary documents required in terms of this RFP have been submitted. BLT is under no obligation to draw the attention of a supplier to any missing documents and/or defects in its proposal.
7. The following documents must be initialled on every page and signed in full by a duly authorised representative of the supplier, before submission to BLT:
 - Supplier declaration;
 - Undertaking of confidentiality; and
 - Pricing.
8. The signatory's authority to sign the documents must be evident from supporting documentation such as a copy of a board resolution, duly authorising the signatory to sign the documents on behalf of the company. BLT may hold the signatory personally liable in the event that such person is not duly authorised by the supplier.
9. Where suppliers propose key personnel for purposes of this RFP, it is the supplier's responsibility to ensure that such personnel are appropriately skilled and experienced, and that they have proven, extensive and stable track records with the supplier.
10. Suppliers' proposals must remain valid from the closing date of this RFP for the full period prescribed in paragraph 3 above. BLT may extend a tender validity period at its sole discretion prior to its expiry, in which event suppliers must agree to the extension in writing. Any failure by a supplier to agree to such extension will render the supplier's proposal non-responsive. Suppliers may only adjust their pricing, if expressly permitted to do so by BLT in terms of the extension notice and provided that justifiable reasons are provided for such price increase(s), accompanied by supporting documentation e.g., price increase letters from third party suppliers.
11. Suppliers must note that this RFP does not commit BLT to any course of action resulting from the receipt of proposals and BLT may, at its discretion, reject any submission which does not conform to the instructions and specifications contained herein.

12. Nothing in this RFP should be construed as a contract between the BLT and the supplier, and no communication, whether verbal or written, by any of BLT's personnel or agents during the course of this process will create such a contract in respect of this RFP.
13. BLT requires that suppliers observe the highest standards of ethics during the execution of this RFP process.
14. BLT may conduct any further due diligence checks it deems fit on participating suppliers and their designated sub-contractors and/or partners prior to the award of this RFP. In such an event, suppliers are obliged to ensure they cooperate fully with any request from BLT to supply additional information.
15. The supplier acknowledges the importance for BLT getting the most out of the proposed offer within the available budget, including being advised of the inputs required from the BLT to ensure satisfactory implementation of the proposal.
16. All costs incurred during the preparation and compilation of a supplier's proposal will be borne exclusively by the supplier, unless otherwise prescribed by applicable law or a relevant professional body.
17. BLT will notify all participating suppliers regarding the outcome of this RFP and inform them whether they have been successful or not, within the timelines set out in paragraph 3 above.

SECTION 6: Definitions

In this connection, the following terms shall be interpreted as indicated below:

- 6.1 **Annual Maintenance Contract (AMC)** - It would be the annual cost of maintenance/upkeep/updating of product or specified hardware and software.
- 6.2 **"BLT"** 'means Blue Label Distribution (including its subsidiaries). Subsidiaries and Joint Ventures, where the BLT has ownership of more than 50% of voting securities or the power to direct the management and policies of such Subsidiaries and Joint Ventures.
- 6.3 **"Bidder/Channel Partner"** means an eligible entity/firm submitting the Bid in response to this RFP.
- 6.4 **"Bid"** means the written reply or submission of response to this RFP.
- 6.5 **"Broad-Based Black Economic Empowerment Act"** – the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003).
- 6.6 **"Client"** - means any professional services company (public or private), close corporation, consortium, joint venture etc, that participate in BLT SCM processes.
- 6.7 **"The Contract"** means the agreement entered into between Blue Label Distribution and the Service Provider, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 6.8 **"Total Contract Price/Project Cost/TCO"** means the price payable to Service Provider over the entire period of Contract for the full and proper performance of its contractual obligation.
- 6.9 **"Comparative Price"** - the price after the factors of a non-firm price and all unconditional discounts that can be utilised have been taken into consideration.
- 6.10 **"Joint Venture"** - (Project) two or more businesses joining together under a contractual agreement to conduct a specific business enterprise with both parties sharing profit and losses. The venture is for one specific project only, rather than for a continuing business relationship as in a strategic alliance. It is about sharing risk with others and providing one or more missing and needed assets and competencies.
- 6.11 **"Price"** – includes all applicable taxes less all unconditional discounts.
- 6.12 **"Vendor/Service Provider"** is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid has been accepted and who has emerged as L1 (lowest in reverse auction) Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by the BLT.
- 6.13 **"Services"** means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include provision of technical assistance, training, certifications, auditing and other obligation of Service Provider covered under this RFP.
- 6.14 **"Successful Bidder"** - the organisation or person with whom the order is placed and who is contracted to execute the work as detailed in the bid.
- 6.15 **"Rand Value"** - the total estimated value of a contract in Rand, calculated at the time of invitations and includes all applicable taxes and excise duties

SECTION 7: SCOPE OF TENDER

6.1 Objective

Blue Label Distribution (BLT) intends on appointing a suitable vendor in the implementation of a Multidomain Operational and Analytical Master Data Management solution that will be used by the entire organization.

6.2 Scope of Work and Requirements

The scope of the project includes:

The organization requires an enterprise-wide Master Data Management (MDM) solution. To achieve this, the focus will be on the following:

- Slow changing data (Data usually created once and used often)
 - Party (Merchant, supplier, vendor, aggregators, bill issuers, consumer & salespersons)
 - Product (All BLT products and stock)
 - Location (Digital and physical address data)
 - Financial (Chart of accounts)
 - Assets (Devices, consumables, equipment and fleet)
- Reference data
- Metadata for master data
- Data governance
- Master data found in the Blue Label Telecoms enterprise (All subsidiaries considered)
- Gap initiatives to improve MDM maturity
- Systems of record (To be provided on request)

6.3 Solutions to be considered

We would require an MDM solution, its implementation, professional services for the implementation and post implementation support.

Please respond to the RFP on any of the below solutions

- Informatica
- Riversand
- Semarchy
- TIBCO
- Ataccama
- Reltio
- Profisee
- SAP
- Stibo Systems

6.4 Milestones and Deliverables

1. Procurement (Phase 1)
 - Define capabilities list for the technology

- Define and rank requirements list for the technology
 - Determine List of Vendors
 - Conduct solution demonstration for shortlist Vendors
 - Recommendation based on assessment outcome
 - The solution must fit in with the technical architecture roadmap
2. Platform Establishment (Phase 2 – 6 Systems of Record)
- Plan (Identify data sources and contributors)
 - Specify (Data integration architecture, data architecture and infrastructure architecture)
 - Enable (Build infrastructure, deploy and test solution)
 - Create and acquire (Integration development, data modelling, data migrations, data testing)
 - Maintain and use (Data stewardship, training, change management, data quality)
 - Data governance (Security, auditing, access management, data management [i.e., lifecycle management])
3. Platform Establishment (Phase 3 – Remaining Systems of Record)
- Plan (Identify data sources and contributors)
 - Specify (Data integration architecture, data architecture and infrastructure architecture)
 - Enable (Build infrastructure, deploy and test solution)
 - Create and acquire (Integration development, data modelling, data migrations, data testing)
 - Maintain and use (Data stewardship, training, change management, data quality)
 - Data governance (Security, auditing, access management, data management [i.e., lifecycle management])

Acceptance Criteria for the Master Data Management Solution

The system will be required to provide the following critical capabilities:

No	Functionality	Functionality Description
1	Data Stewardship	It should support the role of business-led information steward. It should equip this role with a suitable UI through which services are provided.
2	Data Governance	Provide information governance functions, such as governance policy collaboration and creation, policy change management and impact analysis.
3	Hierarchy Management	Model and store multiple hierarchies within and across in-scope data domains
4	Data Modelling	Support master data model requirements, model complex relationships between data sources and provide metadata management capabilities
5	Information Quality	Functionality for profiling, cleansing, matching, linking, identifying and semantically reconciling master data in different sources
6	Perform / Scale/ Availability / Security	Meet performance, scalability, availability and security demands. It should manage privacy

No	Functionality	Functionality Description
		policies and rules and should provide access management. Integration into AD.
7	Multiple Domain and Multi-Domain Support	MDM technology purpose-built to address the requirements of an MDM program that spans more than one data domain.
8	Workflow	Support business process modelling, master data flow modelling, documentation, and analytics.
9	Real Time Integration	Provide functionality for loading, integration and synchronization of data
10	Data Acquisition	Provide functionality to acquire new data.

SECTION 8: BUSINESS REQUIRMENTS/TERMS OF REFERENCE

1. Business requirements/terms of reference

Deliverables:

BLT requires the following deliverables from suitable and experienced suppliers:

1. Assist BLT the implementation of a MultiDomain Operational and Analytical Master Data Management (MDM) solution that will be used by the entire organization.
2. Provide ongoing support and maintenance of the MDM solution for the duration of the contract
3. Provide training to BLT employees

Further requirements

- Suppliers should be able to provide suitably qualified and skilled specialists, who have the required skills to perform the work required. CVs of the specialist team should be included as part of the technical proposal response by the supplier.
- The suppliers will be selected based on experience, relevance, and area of expertise in relation to the scope of work.

Duration

As per contract negotiations with the successful vendor.

Pricing

All add on licenses and 3rd Party software should be disclosed in the pricing model in annexure 3

Suppliers to complete the pricing model as Annexure 3: Pricing.

Interested bidders should use the attached pricing template to indicate the total proposed cost for the desired services. Bidders must show the breakdown of the costs of the services for each phase.

During the solution presentations stage, bidders are expected to present their proposed pricing. They should use the indicative rates table to include their proposed rates and to draw up a detailed budget per level for the proposed services.

SECTION 9: REQUIRMENTS FOR PROPOSALS

9. Instructions to suppliers

9.1 Suppliers must mark their proposals submitted in response to this tender.

9.2 Suppliers must structure their proposals in accordance with the requirements set out in Parts A to D below. In particular, suppliers must ensure that the headings and numbering in their proposals correspond with the headings and numbering reflected in Parts A to D of this section 8.

PART A: ADMINISTRATIVE REQUIREMENTS

It is a prerequisite for suppliers to furnish the BLT with the information and/or documentation requested below. Failure by the supplier to furnish the requested information and/or documentation may result in the supplier's disqualification, subject to the provisions contained in paragraph 6.3 in Section 2. Explanatory notes are provided after the table below.

*Note: If the supplier is a joint venture, every party to the joint venture or consortium must provide the documentation requested below, as well as a copy of the agreement between the joint venture parties and/or members of the consortium.

Administrative Requirements		Provide
1	Tax clearance certificate/tax clearance PIN	x
2	B-BBEE certificate	x
3	Particulars of supplier	x
4	Supplier declaration	x
5	Undertaking of confidentiality	x
6	Registration documents (if a legal entity)/ Identity Document	x
7	Company financial statements and going concern declarations	x
8	Company resolution or other document authorizing the signatory to submit the tender on behalf of the supplier	x
9	Proof of Accreditation or registration with relevant accreditation bodies	x

Explanatory Notes

1 Tax Clearance certificate

The supplier must submit a current, valid tax clearance certificate alternatively a tax clearance PIN issued by the South African Revenue Service (SARS).

2 B-BBEE Certificate

The supplier must submit a current, valid B-BBEE certificate issued by an accredited verification agency unless the supplier is an exempted micro enterprise (EME) or a qualifying small enterprise (QSE), in which case the supplier may submit an affidavit in accordance with the Broad-Based Black Economic Empowerment Act: Codes of Good Practice published in Government Gazette No. 36928, or unless the supplier is foreign-based and has no local office in the Republic of South Africa.

3 Particulars of supplier

The supplier must complete Annexure 1: Section A in full.

4 **Supplier declaration**

The supplier must complete Annex 1: Section E in full and sign the document.

5 **Registration documents**

The supplier must furnish copies of its company registration documents if it is a legal entity, or if the supplier is a natural person or a partnership, copies of such persons' identity documents.

6 **Company resolution or other authorisation**

The supplier must provide supporting documentation which confirms the authority of its duly authorised representative to submit a proposal on behalf of the supplier in response to this RFP and to sign any documentation on behalf of the company. The supplier's duly authorised signatory must further provide a copy of his/her identity document.

PART B: MANDATORY REQUIREMENTS

Suppliers must comply with all mandatory requirements listed below. Non-compliance with any of the BLT's mandatory requirements may result in disqualification, subject to the provisions contained in Section 12.

Service Providers should read and accept the Conditions of Bid as outlined in Annex 1: Section E.

PART C: TECHNICAL PROPOSAL REQUIRMENTS

Suppliers must provide the information listed below as part of their technical proposals. The requirements below are marked to indicate whether or not the suppliers' responses are required for information purposes only, or for purposes of technical evaluation. Suppliers' responses to the requirements below will be evaluated based on the technical evaluation criteria specified in Section 7. Explanatory notes for each of the requirements are provided after the table below.

<u>Technical Proposal Requirements</u>		<u>I= Information</u> <u>E= Evaluation</u>
1	Cover letter	I
2	Executive Summary	I
3	Company profile/ resume	E
4	Local and relevant experience	E
5	Key personnel	E
6	Sub-contractors	E
7	Proposed approach and methodology	E
8	Similar work/project experience- provide verifiable references	E
9	Client references	E

1 Cover letter

The supplier's proposal must contain a cover letter on a company letterhead (where applicable), signed by a representative of the supplier duly authorised to submit the proposal on its behalf. The cover letter must clearly identify the supplier and provide contact details, including names, titles, address(es), telephone numbers, facsimile numbers and email addresses. It should further indicate specifically which of the contact persons should be approached in the event that any clarification of the supplier's proposal is required by BLT.

2 Executive summary

The supplier must provide an executive summary of its proposed offer. Such executive summary must demonstrate an understanding of the objectives of the work to be performed and describe the approach that will be taken to achieve these objectives.

3 Company profile/personal resume

The supplier must provide its company profile or personal resume, whichever is applicable.

4 Training

The supplier must indicate whether it is currently supplying or has rendered system and end user training to other customers. The supplier must provide details relating to years of experience, size of client base, duration of contracts and extent of the services rendered.

5 Key personnel

The supplier must specify who the key personnel are that will be assigned to render the services or execute the works required in terms of this RFP. The supplier must provide details of the qualifications, expertise and experience of each of its key personnel by completing SRT 6 and indicate why such key personnel are regarded as suitable to render the services. It is important that the supplier provides for continuity and must thus indicate how it will guarantee service continuity, as well as how the substitution of staff will be dealt with in practice.

6 Subcontractors

The supplier must clearly indicate in its proposal whether or not it will be making use of subcontractors. In the event that the supplier will be utilising the services of subcontractors, the supplier must furnish full details of each of its subcontractors by completing Schedule A: Section B.

Each subcontractor must also be in possession of a tax clearance certificate and a B-BBEE certificate, which documents must form part of the supplier's proposal. It is imperative that the supplier indicates in its proposal the percentage of the contract value for which each one of its subcontractors will be responsible. All subcontractors are subject to the same security and vetting requirements as the supplier. It is the supplier's responsibility to inform its subcontractors accordingly.

7 Proposed approach and project methodology

The supplier must explain its understanding of the objectives as well as BLT's stated and implied requirements relating to the project. The supplier must also highlight issues of importance and explain the technical approach it would adopt to address them. The supplier must further explain the methodologies which its organisation proposes to be adopted, demonstrate the compatibility of those methodologies with the proposed approach (including comparing

alternative solutions), and address any modifications proposed to the scope of work provided by BLT.

8 Similar work/Project experience

The supplier must provide details of three to five (3-5) similar projects that it has been involved with by completing annexure 3.

9 Client References

a) Written client references

The supplier must furnish BLT with a minimum of three (3) written references from current or past clients (i.e., not older than 12- 24 months) to whom it has supplied similar goods, rendered similar services or executed works similar in nature.

Such reference letters must be in the format as set out in **Annexure 3** and must be on official letterheads bearing contact details such as names, addresses, telephone numbers and email addresses. Suppliers should ensure that BLT may contact the supplier’s references to confirm the validity of the claims made in the reference letters. Should a supplier be unable to furnish the BLT with written references, the supplier must provide detailed reasons in its proposal for its inability to provide the requisite references.

10 Use Cases

During solution presentation, the supplier will be required to demonstrate the functionality that will cater to the use cases in **Annexure 4 – Use Cases**. The functionality requested should not be as a result of further system development and customisation.

Further Evaluations

Further evaluation of a supplier’s technical capability (If required)		Applicable	V= Verification S= Score
1	Reference checks	x	V
2	Technical Presentation	x	S
3	Due diligence checks	x	V

Part D: Commercial Proposal Requirements

Suppliers must submit their pricing in the manner requested in the Pricing Template. Refer to Annexure 2- Pricing Template.

SECTION 10: EVALUTION CRITERIA

1. Evaluation of a supplier's technical capability

PART 1: TECHNICAL EVALUATION CRITERIA FOR TECHNICAL PROPOSALS			
No	Main Criteria	Sub-Criteria	Weighting Points
1	Master Data Management Solution Capabilities	<p>The standard solution should cater for the following use cases:</p> <ol style="list-style-type: none"> 1) Use Case 1 2) Use Case 2 3) Use Case 3 4) Use Case 4 5) Use Case 5 6) Use Case 6 7) Use Case 7 8) Use Case 8 9) Use Case 9 10) Use Case 10 <p>Please refer to Annexure 4 for the Use Cases.</p> <p><u>Rating Scale:</u> 4 points per use case</p>	40
		Sub Total	40
2	Credentials/Experience	<p>The number of years of experience of providing Master Data Management services</p>	5
		<p>The number of Master Data Management Solution assignments completed successfully (Customer satisfaction, fit-for-purpose, some-or-other risk aversion) in the past 5 years.</p> <p>Company needs to provide evidence of having (5) or more years' experience in conducting similar implementation projects.</p> <p><u>Rating scale:</u> 5+ years = 4/4 1 to 4 years = 3/4 2 to 3 years = 2/4 4 1 to 2 years = 1/4</p>	10

		0 years = 0	
	Sub-total		15
3	Possession of the requisite skills and experience	Please submit CVs of key personnel with the relevant qualifications and experience	10
		The company needs to provide a minimum of three (3) contactable clients for whom they have delivered similar MDM solutions, i.e., letter, or sample work or evidence of work done.	10
	Subtotal		20
4	Basis/approach for ... (Provide a detailed proposal of the methodology/approach aligned to the scope of work outlined in this RFP, with clearly articulated themes, content, methods and technologies (if applicable).	Provide detailed Master Data Management Solution implementation approach, strategy and deliverables/outcomes for each phase.	10
		Provide execution and reporting of observations for each stage of the implementation process	5
		Provide steps to be taken to achieve a fully synchronised and operational Master Data Management Solution	5
	Subtotal		20
No	Main Criteria	Sub-criteria	Weighting
5	System Training and End User Training	Supplier needs to demonstrate the extent of training offered. <u>Rating Scale:</u> Training Academy and in class System Development and support Training = 4/4 Training Academy = 3 / 4 In Class System Development and support Training = 2/4 End User Training = 1/4	5
	Total points that can be scored for technical proposals		100

SHORTLISTING OF SUPPLIERS	Applicable	
	Yes	No
BASIS		
Suppliers will be shortlisted:		
1. Based on a technical threshold of 70 points scored for technical capability after evaluation of all qualifying suppliers' technical proposals.	<u>x</u>	

2. By selecting the top 4 highest-scoring suppliers after evaluation of all qualifying suppliers' technical proposals including the achievement of the technical minimum threshold of 70 points.	<u>X</u>	
APPLICATION		
3. After completion of the evaluation of all qualifying suppliers' technical proposals for purposes of commercial evaluation		

FURTHER EVALUATION OF SUPPLIERS' TECHNICAL CAPABILITY		
After evaluation of all qualifying suppliers' technical proposals, BLT may conduct further evaluations of suppliers' technical capability in the manner(s) selected below:	Applicable	
	Yes	No
1. By requesting an oral presentation / demonstration by the supplier of its proposal.	X	
2. By conducting reference checks on the supplier	<u>X</u>	
3. By conducting due diligence checks on the supplier and/or any of its subcontractors	<u>X</u>	

2. Evaluation of a supplier's commercial offering

2.1. Pursuant to the completion of the technical evaluation of all qualifying suppliers' proposals, the BLT will conduct a commercial evaluation (Price and B-BBEE) of the supplier's offering.

SECTION 11: TENDER EVALUATION METHODOLOGY

1. This RFP will be evaluated in accordance with the method selected as below:

No	Description	Evaluation Method
1	Technical capability, price and B—BBEE	X

If this method is selected, a supplier's tender response will be evaluated based on a combination of technical capability, price and B-BBEE in accordance with the ratios set out below:

TECHNICAL CAPABILITY, PRICE AND BBEE	WEIGHTING
Technical capability	
a) Technical proposal	95
b) B-BBEE	5
TOTAL	100

2. Price evaluations will be conducted using the following formula

$$P_s = x (1 - [(P_t - P_{\min}) / P_{\min}])$$

where: P_s = points scored for price of the tender under consideration;

x = ratio allocated to pricing for scoring purposes;

P_t = price of the tender under consideration; and

P_{\min} = price of the lowest acceptable tender.

3. BBEE evaluations will be conducted in accordance with the following table:

BBBEE status level of contributor	Points (if B-BBEE score is out of 10)	Points (if B-BBEE score is out of 20)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

SECTION 12: TERMS AND CONDITIONS

1. Contracting Conditions

- 1.1. **Formal agreement/contract:** Any award made to a supplier pursuant to this RFP will be conditional upon BLT and the successful supplier entering into an agreement to regulate the contractual relationship between the parties.
- 1.2. **Right of Award:** BLT reserves the right to award the contract for the required services to the selected vendor/supplier.
- 1.3. **Right to Audit:** BLT reserves the right, before entering into a contract, to conduct or commission an external service provider to conduct a financial audit or probity to ascertain whether a qualifying bidder has the financial wherewithal or technical capability to provide the goods and services as required by this tender.

2. Contract negotiations

- 2.1. The terms and conditions contained in any draft agreement included in this RFP pack or attached to the supplier's proposal may be varied during the course of negotiations with a supplier for purposes of, among other things, aligning it with the supplier's proposal, giving better effect to the objectives of this RFP, or to protect the interests of BLT.
- 2.2. BLT and the supplier may agree on additional terms and conditions, including but not limited to specific contract activities, service levels, staff needs, logistical arrangements and/or reporting obligations.
- 2.3. Such ancillary terms and conditions may be incorporated in the main agreement concluded between the supplier and BLT, or in the form of a schedule.
- 2.4. Documents provided by BLT and/or the supplier in terms of this RFP may be incorporated in the agreement concluded between the supplier and BLT in the form of an annexure.

3. Conflict of interest

- 3.1 If at any time the supplier identifies an actual or potential conflict of interest, the supplier must immediately notify BLT in writing. BLT reserves the right to exclude the proposal submitted by such a supplier from further consideration, to withdraw the award, or to cancel the supplier's contract with immediate effect (depending on the time at which the relevant facts are established), unless the supplier is able to resolve such conflict to BLT's satisfaction.

4. Tax compliance

- 4.1. Suppliers who participate in this RFP process must be tax compliant. No tender will be awarded to a supplier who is not tax compliant.
- 4.2. The submission of a fraudulent tax clearance certificate (TCC) by a supplier will result in the supplier's immediate disqualification, the withdrawal of any award made, or the immediate cancellation of such supplier's contract, depending on when the relevant facts are established by BLT.
- 4.3. Successful suppliers must remain tax compliant for the entire duration of the contract and must furnish the Procurement Division of BLT with an updated TCC on an annual basis during their contract term.

5. Broad-based black economic empowerment (B-BBEE)

The submission of a fraudulent B-BBEE certificate by a supplier, or a supplier who knowingly engages in fronting or knowingly misrepresents its B-BBEE status or provides false information to secure a particular B-BBEE status or outcome will result in its disqualification, the withdrawal of any award

made, or the immediate cancellation of such supplier's contract, depending on when the relevant facts are established by BLT.

6. Confidentiality

- 6.1 The supplier may not disclose any information of a confidential nature provided to the supplier by BLT during the course of this RFP process.
- 6.2 The Supplier, including its management and staff, must before commencement of the Contract, sign a non-disclosure agreement regarding Confidential Information.
- 6.3 Confidential Information means any information or data, irrespective of the form or medium in which it may be stored, which is not in the public domain, and which becomes available or accessible to the supplier/vendor as a consequence of this Contract, including information or data which is prohibited from disclosure by virtue of:
 - a) the Promotion of Access to Information Act, 2000 (Act no. 2 of 2000).
 - b) being clearly marked "Confidential" and which is provided by one Party to another Party in terms of this Contract;
 - c) being information or data, which one Party provides to another Party or to which a Party has access because of Services provided in terms of this Contract and in which a Party would have a reasonable expectation of confidentiality;
 - d) Party in the course of contractual or other negotiations, which could reasonably be expected to prejudice the right of the non-disclosing Party;
 - e) being information, the disclosure of which could reasonably be expected to endanger a life or physical security of a person;
 - f) being technical, scientific, commercial, financial and market-related information, know-how and trade secrets of a Party;
 - g) being financial, commercial, scientific or technical information, other than trade secrets, of a Party, the disclosure of which would be likely to cause harm to the commercial or financial interests of a non-disclosing Party; and
 - h) being information supplied by a Party in confidence, the disclosure of which could reasonably be expected either to put the Party at a disadvantage in contractual or other negotiations or to prejudice the Party in commercial competition; or
 - i) information the disclosure of which would be likely to prejudice or impair the safety and security of a building, structure or system, including, but not limited to, a computer or communication system; a means of transport; or any other property; or a person; methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme; the safety of the public or any part of the public; or the security of property; information the disclosure of which could reasonably be expected to cause prejudice to the defence of the Republic; security of the Republic; or international relations of the Republic; or plans, designs, drawings, functional and technical requirements and specifications of a Party, but must not include information which has been made automatically available, in terms of the Promotion of Access to Information Act, 2000; and information which a Party has a statutory or common law duty to disclose or in respect of which there is no reasonable expectation of privacy or confidentiality;
- 6.4 All reasonable efforts must be made by the supplier to ensure the safeguarding of information marked as confidential, or information that must be regarded as confidential if, by its nature, content or circumstances of disclosure the information is, or ought reasonably to have been

identified by the supplier as confidential or proprietary in nature, including by reason of such information not being generally known to, or readily ascertainable by, third parties generally.

6.5 This RFP document may not be used by the supplier for any purpose other than for developing a response thereto.

6.6 BLT will keep confidential information, marked by the supplier as such, strictly confidential.

7. Responsibility for personnel

Suppliers are responsible for ensuring that its personnel (including employees, advisers, officers, directors and other representatives) comply with all terms and conditions of this RFP.

8. Subcontractors

8.1 A supplier is obliged to disclose in its proposal if it will be utilising the services of a subcontractor(s) to deliver the goods and/or render the services to BLT

8.2 A supplier must complete Annexure 1: Section B for each of its subcontractors.

8.3 Where a supplier has not yet appointed any specific subcontractor, the supplier must provide the following information on Annexure 1: Section B.

- a) details of the work which will be performed by the sub-contractor;
- b) the percentage of the contract which will be executed by the sub-contractor; and
- c) the value of the contract which will be executed by the sub-contractor.

8.4 A supplier who intends to utilise the services of a subcontractor(s) must ensure that such subcontractor(s) are in possession of a valid TCC and B-BBEE certificate and submit same as part of its proposal. Where the supplier only nominates a subcontractor after being awarded the RFP, the supplier must provide BLT with the requisite documentation before the contract commences.

8.5 The supplier is responsible for ensuring the subcontractor(s) complies with all the terms and conditions of this RFP as well as with the terms and conditions contained in any agreement entered into between the supplier and BLT, pursuant to the conclusion of this RFP process.

8.6 In the event that a supplier makes use of a subcontractor(s), such subcontractor(s) will at all times remain the responsibility of the supplier and the BLT will not under any circumstances be liable for any losses or damages incurred by or caused by such subcontractor(s).

8.7 BLT reserves the right, during the contract term, to pay a subcontractor who executed any of the supplier's obligations directly and such amount will be deducted from any amount due by BLT to the supplier.

9. Intellectual property

BLT retains ownership of all intellectual property rights in the documents that form part of this RFP. Suppliers will retain intellectual property rights in their responses but grant the BLT the right to make copies of, alter, modify or adapt their responses or to do anything which in its sole discretion is necessary to do for reasons relating to this RFP process.

10. Indemnity

If a supplier breaches the conditions of this RFP and, as a result of that breach, the BLT incurs costs or suffers any damage or loss (including without limitation the cost of any investigations, re-advertising of this RFP, enforcement of intellectual property rights or confidentiality obligations), then the supplier indemnifies and holds the BLT harmless from any and all such costs which the BLT may incur and for any damages or losses the BLT may suffer.

11. Limitation of liability

A supplier participates in this RFP process entirely at its own risk and cost. BLT will not be liable to compensate a supplier on any grounds whatsoever for any costs incurred or any damages suffered as a result of the supplier's participation in this RFP process.

12. Poor performance

BLT reserves the right to refrain from doing business with suppliers who have previously been appointed to deliver goods or render services to the BLT but who failed to:

- a) adhere to the prescribed service levels;
- b) deliver work of a satisfactory standard or quality;
- c) complete projects on time; or
- d) operate within the preferred and agreed-upon budget.

13. Supplier Due Diligence

- 13.1 BLT reserves the right to conduct supplier due diligence prior to final award or at any time during the Contract period and this may include pre-announced/ non-announced site visits. During the due diligence process the information submitted by the bidder will be verified and any misrepresentation thereof may disqualify the bid or Contract in whole or parts thereof.
- 13.2 BLT reserves the right to withdraw an award or immediately cancel a contract concluded with a supplier should it be established, at any time, that such supplier has been blacklisted with National Treasury.

14. Unethical conduct

- 14.1 Suppliers may not offer any benefit or anything of value to a BLT employee, adviser, director or other representative for purposes of influencing such employee, adviser, director or other representative before, during or after this RFP process.
- 14.2 Suppliers must refrain from abusing the procurement system and engaging in collusive tendering or anti-competitive practices.
- 14.3 Suppliers may not participate in this RFP process if it or any of its directors, members or partners have been convicted in a court of law of fraud, theft, forgery and/or corruption
- 14.4 Suppliers who engage in unethical conduct will be disqualified. In the event that such unethical conduct only comes to the attention of BLT after BLT has already made an award or entered into an agreement with the supplier, the BLT may withdraw the award or cancel the agreement with immediate effect.

15. Misrepresentation

BLT may disqualify a supplier who submits a proposal that contains a misrepresentation which is materially incorrect or misleading. In the event that such misrepresentation only comes to the attention of BLT after BLT has already made an award or entered into an agreement with the supplier, BLT may withdraw the award or cancel the agreement with immediate effect.

16. Precedence

This RFP document will prevail over any information provided during any briefing session, whether oral or written, or during any exchange of questions and answers between any suppliers and the BLT, unless it is expressly stated in writing that the information so provided is intended to amend this RFP document.

17. Governing law

South African law governs this RFP. The supplier agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with this RFP, the subject matter of this RFP, or any processes related to this RFP.