



COMMISSION FOR CONCILIATION, MEDIATION & ARBITRATION

National Office

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REQUEST FOR QUOTATIONS "RFQ"

RFQ NO:	RQN00000183762			
DESCRIPTION OF SERVICES REQUIRED:	THE CCMA INVITES QUOTATIONS FROM REPUTABLE AND COMPETENT SERVICE PROVIDERS FOR THE PROVISION OF A SOFTWARE FOR QUALITATIVE DATA MANAGEMENT. THE ANALYSIS THEREOF AND THE PRESENTATION OF THE QUALITATIVE DATA OR THEMES ARISING FOR A PERIOD OF THIRTY-SIX (36) MONTHS.			
	SPECIFICATION ATTACHED BELOW			
ISSUING DATE:	05 AUGUST 2022			
CLOSING:	TIME:	16H00	DATE:	19 AUGUST 2022
RETURNABLE DOCUMENTS	<p>A tax compliance status PIN must be included in the bid response to verify bidders' tax compliance status</p> <p>SBD 4 (duly completed and signed)</p> <p>SBD 6.1 (duly completed and signed)</p> <p>Annexure 8: Sworn Affidavits / BBBEE Certificate issues by CIPC or accredited SANAS Verification Agency</p> <p>POPIA consent form</p>			
QUOTATION VALIDITY PERIOD:	90 days			
CONTACT PERSON:	Keitumetse Molupe at KeitumetseMo@ccma or 011 377 6948			

DELIVERY OR SUBMISSION INSTRUCTIONS FOR RFO:	The submissions of the quotations must be emailed to: RFO@CCMA.org.za only All quotations need to be on an official letterhead (All cost included)
DISQUALIFICATION	Quotations not submitted to the RFO@CCMA.org.za will be disqualified.

1. **INTRODUCTION**

1.1. The Commission for Conciliation, Mediation and Arbitration (CCMA) is an independent organisation that was established by the Labour Relations Act of 1995 (LRA) to deliver dispute prevention and resolution services to the people of South Africa. The core mandate of the CCMA, as one of the organisations charged with implementing the LRA, is derived from the purpose of the LRA which, amongst others, is to advance economic development, social justice, labour peace and the democratisation of the workplace.

2. **EXECUTIVE SUMMARY**

2.1. The overarching strategic function of the CCMA's Business Research Intelligence Sub-Unit within the Business Research Intelligence and Communications (BRICS) Unit reporting under the Governance and Strategy Department is to conduct robust business research to ensure the production of reliable and valid information for both strategic and operational decision-making purposes. The Sub-Unit makes use of cutting-edge research and evaluation methodologies to ensure excellent service delivery to internal and external consumers of research information and intelligence. A critical aspect of ensuring that quality data is availed to the vast array of audiences includes the **utilisation of appropriate qualitative data analysis software**. As such, the services of a service provider to provide for the deployment or provision of a qualitative data analysis software is required.

3. **OBJECTIVE**

3.1 The CCMA requires a service provider to supply a software package that will be **used for qualitative data management, the analysis thereof and the presentation of the qualitative data or themes arising**. The CCMA invites quotations from reputable and competent service providers for the provision of such a software for a period of thirty-six (36) months for the use of four (4) Researchers including the Unit's manager.

4. **SCOPE OF WORK**

4.1 This is an RFQ for an electronic qualitative data analysis software. The software licence must permit at least 4 users to use it simultaneously. **Functionality** must include the following:

- Data Visualisation
- Qualitative Comparative analysis
- Systematic assignment of data segments (Text) to major themes ("codes")
- Qualitative Content/Thematic analysis
- Sentiments analysis
- Text analytics and Text mining
- Charts (if possible)
- Any other qualitative data analysis processes
- End user training, user guides and continuous support during the duration of the agreement

5. **DURATION**

5.1. The agreement is for a 36-month period, with annual license fees payable: Year 1, Year 2 with , Year

6. **EVALUATION CRITERIA**

FUNCTIONALITY EVALUATION CRITERION	
6.1. Fitness of Solution Proposal in relation to the scope of work	Weight
<ul style="list-style-type: none"> • The system must be an electronic qualitative data analysis software • The software must permit data management (data capturing, data cleaning, analysis and presentation) • The software must permit qualitative data analysis techniques to be run on available transcribed scripts • The software must allow for importation and exportation of data from multiple platforms including Excel, Access, OLRAC spss and other online data collection such as Microsoft forms, Survey Monkey, Survey Gizmo, eSurvey and Survey Basket • Electronic user library/repository in the software (in other words, electronic Help function etc.) <p>The electronic software should cater for:</p> <ul style="list-style-type: none"> • Data Visualisation • Qualitative Comparative analysis • Systematic assignment of data segments (Text) to major themes ("codes") • Qualitative Content/Thematic analysis • Sentiments analysis • Text analytics and Text mining • Charts (if possible) 	50

<ul style="list-style-type: none"> • Any other qualitative data analysis processes • End user training, user guides and continuous support during the duration of the agreement <p>Solution Proposal addresses all components of the above solution in full = 50</p> <p>Nil response (no answer provided) or completely fails to address all of the above solution components = 0</p>	
6.2 Human Resource Capability (Curriculum Vitae of key personnel)	Weight
<p>Note: Bidder <u>must</u> attach Curriculum Vitae for the personnel who will be assigned to support the CCMA as it makes use of the electronic qualitative data analysis software. All people should have specific experience using and providing training on the software. The personnel should include a Project Manager as the direct contact person for the CCMA's Research team.</p> <p>Project Manager - Years of experience in projects using the proposed software: (10 Points)</p> <ul style="list-style-type: none"> • 5 or more years' relevant experience = 10 • 4 < years' relevant experience = 8 • 3 < years' relevant experience = 6 • 2 years' relevant experience = 4 • 1 years' relevant experience = 2 • 0 years' relevant experience = 0 <p>Key personnel - Years of experience using the proposed software(10 Points)</p> <ul style="list-style-type: none"> • 5 or more years' relevant experience = 10 • 4 < years' relevant experience = 8 • 3 < years' relevant experience = 6 • 2 years' relevant experience = 4 • 1 years' relevant experience = 2 • 0 years' relevant experience = 0 <p>Submissions of proof of work can be done via accessible links or open files</p>	20
6.3 Project Management (approach and methodology of how the project will be implemented)	20
<p>The Project plan should incorporate the components below:</p> <ul style="list-style-type: none"> • Scope (Deliverables) • Support services (for usage and updates) • Project risks (the service provider to provide a brief report on what are the risks involved with data management and how could we avoid or mitigate them) <p>The following items should form part of the Scope for the duration of the contract:</p>	

<ul style="list-style-type: none"> • Full access to software by the CCMA for the duration of the contract • End user training per year • Ongoing operational support (Online, Email and telephonically) • Software updates (at a discounted rate) for the duration of the contract • Provision of detailed functions, approach, security, plan and installation of the software • Software needs to be compatible with the latest Microsoft Windows system • 36 - hour Query Resolution Turnaround time <p>Project plan submitted addresses all of the above guidelines = 20 Project plan submitted does not address all of the above guidelines = 0</p>	
<p>6.4 Track record - please provide reference letters of previous work or project of similar nature completed.</p> <p>The reference letters from the clients must include:</p> <ul style="list-style-type: none"> • company name • company letter head • contact person • contact telephone numbers • The duration of the project <p>N/B: Reference Letters without the above inclusions, will be automatically disqualified</p> <ul style="list-style-type: none"> • 5 or more reference letters = 10 • 4 < reference letters = 8 • 3 < reference letters = 6 • 2 < reference letters = 4 • 1 < reference letter = 2 • No reference letter = 0 	10

Bidders with a total functionality score of less than 65 points for functionality will be disqualified

7. EVALUATION CRITERIA

Only bidders who met minimum threshold will be evaluated in terms of the 80/20 evaluation system in line with PPPFA Regulations of 2017.

Total points for Functionality	100
1. A minimum requirement for functionality out of 100 is	65
2. Price	

2.1. Points allocated for price	80
3. B-BBEE Status Points	
3.1 Points allocated for B-BBEE	20
TOTAL FOR PRICE and B-BBEE PREFERENCE POINTS	100

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, _____ the _____ undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature	Date
.....
Position	Name of bidder

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL
PROCUREMENT REGULATIONS 2017**

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2

- a) The value of this bid is estimated to not exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 preference point system shall be applicable; or
- b) The 80/20 preference point system will be applicable to this tender.

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

5. BID DECLARATION

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

6.1 B-BBEE Status Level of Contributor: . =(maximum of 10 or 20 points)
(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.)

7. SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

(**Tick applicable box**)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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7.1.1 If yes, indicate:

- What percentage of the contract will be subcontracted.....%
- The name of the sub-contractor.....
- The B-BBEE status level of the sub-contractor.....
- Whether the sub-contractor is an EME or QSE

(**Tick applicable box**)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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- Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations,2017:

Designated Group: An EME or QSE which is at least 51% owned by:	EME √	QSE √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		

Black people who are military veterans		
OR		
Any EME		
Any QSE		

8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name of company/firm:.....

8.2 VAT registration number:.....

8.3 Company registration number:.....

8.4 TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

8.6 COMPANY CLASSIFICATION

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a

fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

- (a) disqualify the person from the bidding process;
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution.

WITNESSES
1.
2.

..... SIGNATURE(S) OF BIDDERS(S)
DATE:
ADDRESS
.....
.....



**COMMISSION FOR CONCILIATION,
MEDIATION & ARBITRATION**

TO THE CCMA

PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013

By signing this referral form;

- a) I/we hereby grant my/our voluntary consent that my/our personal information may be processed, collected, used and disclosed in compliance with the Protection of Personal Information Act, 4 of 2013.
- b) I/we furthermore agree that my/our personal information may be used for the lawful and reasonable purposes in as far as the CCMA (responsible party) must use my/our information in the performance of its public legal duty.
- c) I/we understand that my/our personal information may be disclosed to a third party in as far as the CCMA must fulfil its public legal duty.
- d) I/we furthermore understand that there are instances in terms of abovementioned Act where my express consent is not necessary to permit the processing of personal information, which may be related to litigation or when the information is publicly available. Further details are available on the CCMA website.

SIGNED AT _____ ON THIS _____ DAY OF _____ 2022

COMPANY NAME: _____

INITIAL AND SURNAME OF REPRESENTATIVE OF THE COMPANY: _____

SIGNATURE OF REPRESENTATIVE OF THE COMPANY: _____