South African National Accreditation System
Libertas Office Park
Cnr Libertas and Highway Streets
Equestria
Pretoria
0184

REQUEST FOR QUOTATION

PLEASE COMPLETE AND SUBMIT TOGETHER WITH REQUIRED DOCUMENTS AND QUOTATION

DATE OF ISSUE:	**25 November 2026**	**REQUISITION NUMBER**	**REQ0006340**
CLOSING DATE:	**01 December 2026**	**CLOSING TIME:**	**11:00**
QUOTE VALIDITY:	**60 days from the date the RFQ closed**	**Submissions and enquires to be made to:**	**Ms Katlego Motsepe** procurement@sanas.co.za **012 740 8543**

1. PRODUCT /SERVICE DETAILS

	Description of goods / services:	Quantity required
1	**1. PURPOSE** The South African National Accreditation System (SANAS) invites suitably qualified and experienced service providers to submit proposals for the provision of support and maintenance for the SANAS in-house developed accreditation application, "Shanduka", for a period of six (6) months. Shanduka is a business-critical system developed on Microsoft SharePoint 2019 and supports SANAS accreditation processes, document management, client interactions, reporting, and workflow automation. The appointed service provider will be required to provide ongoing support, incident resolution, system enhancements, maintenance, and technical advisory services. **2. BACKGROUND** SANAS is the sole national accreditation body recognised in terms of the Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act, No. 19 of 2006. The organisation has developed and implemented an online accreditation management solution based on Microsoft SharePoint 2019. The platform enables accreditation application processing, workflow automation, document management, reporting, client engagement, assessor collaboration and intranet services. To ensure continuous availability, performance optimisation and ongoing business improvements, SANAS requires specialised support and maintenance services. **CURRENT TECHNOLOGY ENVIRONMENT** The Shanduka solution comprises:	1 Service provider

Component	Technology
Intranet and Accreditation	Intranet and Accreditation
System	System
Microsoft SharePoint 2019 (On-Premises)	Microsoft SharePoint 2019 (On-Premises)
Database Platform Microsoft SQL Server 2022	Database Platform Microsoft SQL Server 2022
Operating System Windows Server 2022	Operating System Windows Server 2022
Virtualisation Platform Microsoft Hyper-V Cluster	Virtualisation Platform Microsoft Hyper-V Cluster
Reporting Platform Microsoft Power BI	Reporting Platform Microsoft Power BI
Public Websites SharePoint-based websites	Public Websites SharePoint-based websites

The appointed service provider shall provide support and maintenance services for the following components:

4.1 SharePoint Application Support

 Support and maintenance of the Shanduka Accreditation Application.
 Resolution of application incidents and system defects.
 Troubleshooting and root cause analysis.

4.2 Document Management System (DMS)

 Support existing document libraries.
 Maintain workflow functionality.
 Resolve document management issues.
 Improve document retrieval and processing efficiency.

4.3 Scopes Database Management

 Support and maintain accreditation scopes databases.
 Manage integration between portals and scope records.
 Ensure data integrity and availability.

4.4 Client and Assessor Portals

 Support portal functionality.
 Resolve portal-related defects.
 Enhance user experience where required.
 Maintain assessor and client access controls.

4.5 SANAS Intranet

 Maintain intranet components and workflows.

 Support business process automation.
 Resolve operational and functional issues.

4.6 Electronic Certificates and Digital Signatures

 Support certificate generation processes.
 Maintain electronic certificate templates.
 Support digital signature functionality.

4.7 Reporting and Business Intelligence

 Maintenance of Power BI reports and dashboards.
 Support accreditation registers and reporting services.

4.8 SQL Server Support

 Database administration support.
 Performance monitoring and tuning.
 Backup verification.
 Database optimisation and troubleshooting.

4.9 Website Support

Support and maintenance of:

 www.sanas.co.za
 www.intra-afrac.com
 www.sadcas.org

Services shall include:

 Content and functionality support.
 Issue resolution.
 Performance optimisation.
 Security and patch management.

5. SERVICE LEVEL REQUIREMENTS

The service provider shall:

Priority	Response	Resolution Target
Critical	2 hours	8 Hours
High	4 hours	1 Business Day
Medium	1 Business Day	3 Business Days
Low	2 Business Days	5 Business Days

Monthly support reports shall be submitted to SANAS.

6. REQUIRED COMPETENCIES

The bidder must demonstrate experience and expertise in the following:

Microsoft Technologies

- SharePoint 2019 Development
- SharePoint 2019 Administration
- SharePoint Designer
- SQL Server 2022 Administration
- Windows Server 2022 Administration
- Microsoft Hyper-V
- Microsoft Power BI
- Microsoft 365 Integration

Development Technologies

- .NET Framework
- C#
- HTML
- CSS
- JavaScript
- jQuery
- Bootstrap
- REST API
- JSON

SharePoint Competencies

- Workflow Development
- Document Library Design
- Integration Services
- Security and Permissions Management
- Performance Optimisation
- System Upgrades and Patching
- Reporting and Analytics
- Risk Monitoring and Auditing

Professional Competencies

- Business Analysis
- Solution Design

	□ Software Development Life Cycle (SDLC) □ Change Management □ User Training and Knowledge Transfer □ Problem Solving and Troubleshooting □ Stakeholder Engagement □ User Experience Design	
Expected date of delivery:	Upon SLA sign-off	
Contract or once-off:	Contract	
Technical / Mandatory requirements:	As proof of experience, bidders must submit: □ Detailed CV(s) of the proposed Project Team member(s) and/or Lead Developer assigned to the project. □ Copies of relevant Microsoft SharePoint and related technical certifications.	
Other information:	**Please see annexure A for the pricing schedule**	

SECTION TO BE COMPLETED BY SUPPLIER

2. SUPPLIER DETAILS

Supplier name:	
CSD number:	
Contact person:	
Contact number:	
Email:	
VAT number (if applicable):	
Physical address:	

3. SCM COMPLIANCE REQUIREMENTS (please tick)

Central Supplier Database Report or Summary	
Completed and signed SBD 4	
Completed and signed SBD 6.1	
Completed and signed SBD 8	N/A
Completed and signed SBD 9	N/A
Certified valid B-BBEE Certificate	

EVALUATION PROCESS

All bids will be evaluated as follows:

The First stage, bids will be evaluated first for Administrative requirements,Bidders are required to submit the following administrative documents to be considered for evaluation.

- Completed and signed SBD 4

- Completed and signed SBD 6.1
- Valid BBBEE certificate or sworn affidavit signed by the commioner of oath
- Valid tax pin,Central Supplier Database Report or Summary with compliant tax status

No	Name of Administrative Required Document	Clarification Time
1	Completed and signed SBD 4	48 working hours
2	Valid tax pin,Central Supplier Database Report or Summary with compliant tax status	7 Working days

Bidders who do not adhere to the indicated response time for clarifications requested by the SANAS will be deemed to be non-responsive and their submissions will not be evaluated further.

Stage 2: Price and SANAS specific goals:

PREFERENTIAL PROCUREMENT REFORM:

The Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, Act No 5 of 2000. SANAS Preferential Procurement (PP) requirements as per the SANAS Supply Chain Management Policy, states that SANAS shall deal with suppliers in accordance with the SANAS specific goals. The application of the specific goals will be as per the applicable pricing formula, the 80/20 system.

SANAS specific goals are in support of the following:

- Previously disadvantaged groups by allocating points for black owned businesses. Black owned businesses are defined as per the Broad-Based Black Economic Empowerment Act 53 of 2003 as Amended by Act No 46 of 2013 which states that “Black People” is a generic term which means Africans, Coloureds and Indians who are citizens of the Republic of South Africa by birth or descent; or who became citizens of the Republic of South Africa by naturalisation before 27 April 1994 or on or after 27 April 1994; and who would have been entitled to acquire citizenship by naturalization prior to that date.
- Black women as per the Amended Code Series 100 of the Amended Codes of Good Practice issued under section 9 (1) of B-BBEE Act No 53 of 2003 as Amended by Act No 46 of 2013.
- Black people who are youth as defined in the National Youth Commission Act of 1996.
- Black people who are persons with disabilities as defined in the Code of Good Practice on employment of people with disabilities issued under the Employment Equity Act.
- Exempt micro enterprises (EMEs) and thus promoting small businesses.
- Qualifying small enterprises (QSEs).

All responsive tender offers shall be evaluated in terms of Price and SANAS specific goals. The 80/20 Preference Point System shall be applicable in accordance with the Preferential Procurement Framework Act (No.5) of 2000.

Points will be allocated in terms of the SANAS specific goals as indicated in the table below. Bidders must submit valid B-BBEE Certificates or sworn affidavit to claim points on specific goals.

PRICE	**80**
SANAS SPECIFIC GOALS	**20**

Note:To claim points Bidders must submit a valid BBBEE certificate or sworn affidavit signed by the commissioner of Oath together with a fully completed and signed SBD 6.1. Bidders are required to indicate the preference point claimed in the SBD 6.1.

Specific Goal	**20**	**10**
100% Black Owned	6	4
51% - 99% Black Owned	4	2
100% Black Women Owned	6	3
51% - 99% Black Women Owned	4	2
5% Youth Owned	2	1
2% Owned by Persons with Disabilities	1	1
Exempt Micro Enterprise (EME)	5	0
Qualifying Small Enterprise (QSE)	3	1

This RFQ will be evaluated according to the above SANAS specific goals. Failure to submit supporting documents may result to a bidder being allocated zero (0) points. Bidders are required to claim SANAS specific goals in the provided SBD 6.1 attached.

4. QUOTATION TERMS & CONDITIONS:

1. Quote validity refers to calendar days
2. SANAS reserves the right to award to multiple suppliers.
3. SANAS reserves the right to increase or decrease quantities at the prices quoted.
4. SANAS reserves the right to cancel this request.
5. All goods/services must be quoted in Rand value.
6. SANAS reserves the right to negotiate with bidders.
7. All fields must be filled in / completed for this document to be accepted.
8. Failure to submit the quotation by the date and time stipulated will result in disqualification.
9. Payment will be made 30 days after delivery of goods of services.
10. THIS QUOTE DOES NOT CONSTITUTE AN ORDER

5. ACKNOWLEDGEMENT AND SUBMISSION:

I hereby acknowledge and accept the terms and conditions of this request for quotation:

Name:…… Signature: …… Date: ……....

Annexure A: PRICING SCHEDULE

Bidders must complete the pricing schedule below. All prices must be VAT inclusive.

Item	Rate per Hour (VAT Inclusive)
SharePoint System Support and Maintenance	
SQL Server Support and Maintenance	
Website Support and Maintenance	
Power BI Reporting and Dashboard Support	
Workflow Enhancements and Development	
Digital Signature Support	
Client and Assessor Portal Support	
Ad-hoc Development and Consulting Services	

Pricing Notes

1. All prices must be quoted in South African Rand (ZAR).
2. Prices must remain fixed for the duration of the contract.
3. SANAS reserves the right to utilise services on an as-needed basis.
4. Payment will be made against approved timesheets, deliverables, and invoices.