

ENGINEERING COUNCIL OF SOUTH AFRICA	
REQUEST FOR PROPOSALS (RFP): PROVISION FOR SUITABLY QUALIFIED SERVICE PROVIDER FOR AN AUTOMATED PERFORMANCE MANAGEMENT SYSTEM	

(PRIVATE & CONFIDENTIAL)

REFERENCE NUMBER: ECSA/RFP03/2026

ISSUE DATE: **26 AUGUST 2026**

SUBMISSION CLOSING/DUE DATE: **16 SEPTEMBER 2026**

TIME: **16H00**

Approved by



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Chairperson: Bid Specification Committee

1. INTRODUCTION

The Engineering Council of South Africa (“ECSA”) is a statutory body established by section 2 of the Engineering Profession Act, Act 46 of 2000 (EPA). ECSA's primary role is the regulation of the engineering profession in terms of the EPA. Its core functions are the accreditation of engineering programs, registration of persons as professionals in specified categories, maintenance of registration through Continuing Professional Development (CPD) and the regulation of the conduct of registered persons.

As part of its strategic transformation and digital agenda to improving organisational efficiency, governance and accountability, ECSA intends to appoint a suitably qualified and experienced service provider to implement, configure, host, support and maintain a secure and automated Organisational Performance Management System (PMS). The system should provide a platform that supports Strategic planning (SPP), Annual Performance Plans (APPs), divisional operational plans (OPPs), performance monitoring, evaluation, and reporting through configurable dashboards and analytics.

2. BACKGROUND

ECSA has adopted a strategic approach to organisational performance management that aligns organisational planning, operational execution, performance monitoring, and organisational reporting. The organisation currently develops strategic plans, organisation-wide APPs, divisional APPs and OPPs to monitor the achievement of strategic objectives and organisational performance.

Although elements of these processes are currently supported through various electronic tools, the planning, monitoring and reporting environment remains largely fragmented and relies significantly on manual interventions, spreadsheets reporting, email correspondence and document repositories. These processes increase administrative effort, limit real time visibility of organisational performance, reduce reporting efficiency, and increase the risk of inconsistent performance information. As ECSA continues to strengthen organisational governance, accountability and performance oversight, there is a need for a modern and automated PMS capable of supporting the full performance management lifecycle.

The implementation of the SMS and APPs will enable ECSA to:

1. automate strategic, annual, and operational planning processes;
2. improve the quality, consistency and integrity of organisational performance information;

3. strengthen governance through configurable approval workflows and audit trails;
4. improve executive and management oversight through real-time dashboards and analytics;
5. automate monthly, quarterly and annual performance reporting;
6. improve organisational accountability through evidence-based performance management;
7. reduce manual administrative effort and duplication of work;
8. provide secure documents and evidence management; and
9. support continuous organisational improvement

The successful service provider will therefore be expected to provide a comprehensive end-to-end system, including development, implementation, configuration, licensing, hosting, data migration, user training, change management, maintenance and ongoing technical support.

3. OUR MANDATE

ECSA operates within the ambit of the Built Environment Profession. ECSA is, therefore, a creature of statute, with its mandate anchored in the EPA. ECSA is defined in terms of the EPA. In fulfilling its statutory responsibilities, ECSA undertakes a broad range of regulatory, governance and organisational functions that require effective planning, monitoring, evaluation and reporting. This enables ECSA to, inter alia:

- i. Decide on any applications for registration by applicants;
- ii. Determine fees, including registration fees, application fees, annual fees and appeal fees;
- iii. Conduct accreditation visits to educational institutions and to grant, refuse and withdraw accreditations;
- iv. Establish mechanisms and minimum standards for registration, including but not limited to Sections 13, 19, 22, 25, and 36 of the EPA

To effectively fulfill these responsibilities, ECSA requires integrated business systems that enhance organisational planning, operational efficiency, governance, accountability and institutional performance management.

4. PURPOSE

The Engineering Council of South Africa requires the services of a professional service provider to provide an Automated Organisational Performance Management System.

5. SCOPE OF WORK

The successful service provider shall provide end-to-end PMS professional services. The scope of work shall include, but not be limited to, the following:

- Project initiation and planning
 - o Conduct a project inception meeting
 - o Develop a detailed project implementation plan
 - o Identify implementation risks and mitigation measures
- System setup and configuration
 - o Strategic planning
 - According to the ECSA Organisation-wide Strategic Planning,
 - Annual Performance Plans,
 - the resultant divisional Annual Performance Plans
 - Strategic Risk Plans
 - Strategic Goals
 - Strategic Objectives
 - Strategic Initiatives
 - o Operational performance planning
 - Divisional plans
 - Operational Performance Plans
 - Operational risk registers
 - Projects
 - Activities
 - Milestones
 - o Performance management
 - KPI creation
 - Target setting
 - Quarterly reporting
 - Annual reporting
 - Evidence submission
 - Performance scoring
 - Performance commentary
 - Variance analysis
- Hosting, maintenance and technical support
 - o Preventive and corrective maintenance

- o System to allow for up to 50 active users and above (aligned to Organisational Structure]
 - o Population of Organisation-Wide Annual Performance Plans, Divisional APP and Operational Performance Plans on the performance management system
 - o Hosting and maintenance of Organisation-Wide Annual Performance Plans
 - o Hosting and maintenance of Annual Performance Plans
 - o Hosting and maintenance of Operational Performance Plans
 - o System administration support
 - o The system must not be browser-specific
 - o Automation of monthly, quarterly Organisation-wide APP, annual performance and operational plans report production with dates of when the portfolio of evidence was captured
 - o Organisation-wide APP, Monthly, Quarterly, and Annual Reports production with dates of when the portfolio of evidence was captured
 - o System notifications (monthly, quarterly reminders),
 - o Provide quarterly and annual support on any matters related to the system (as and when needed) 250 hours for the period quoted
 - o Provide 4 virtual trainings on the system for all users and build super-user capabilities within the ECSA divisions.
 - o Complete audit history
- Business analysis and solution design
 - o Undertake a comprehensive business analysis to understand ECSA's organisational performance management processes and configure the solution accordingly
 - Dashboard and reporting
 - o The system shall provide configurable dashboards
 - o Organisation-Wide APP, Monthly, Quarterly and Annual dashboards production
 - o Reports shall be exportable to Microsoft Excel, Microsoft Word and PDF

6. DURATION

- 6.1.** The duration of the contract will be from the 2026-2027 to the 2029-2030 financial years (4 years)
- 6.2.** The duration may be adjusted by mutual written agreement where implementation timelines are affected by operational requirements, approved project scope changes or force majeure events.
- 6.3.** The service provider shall be expected to maintain uninterrupted service delivery throughout the contract period and ensure continuity of support, software licensing, maintenance, security updates and technical assistance.
- 6.4.** The contract may be reviewed annually based on:
 - Achievement of agreed service levels
 - System performance
 - Compliance with contractual obligations
 - User satisfaction
 - Continued operational requirements
 - Budget availability
- 6.5.** Any extension of the contract shall be subject to applicable procurement legislation, ECSA supply chain management policies and approval by the appropriate delegated authority.

7. CONFIDENTIALITY AND MANAGEMENT OF DOCUMENTS

- 7.1.** The service provider shall not disclose confidential information to any person, firm, bidder or media except to the designated persons and will not use such information other than the purposes of its appointment, subject to any prior specific authorisation in writing by each party.
- 7.2.** The service provider will be required to sign the nondisclosure agreement and compliance with the prescripts as outlined in the POPI Act.
- 7.3.** The service provider should retain all information, records and/or documentation, whether written, verbal or electronic pertaining to reported disclosure for the duration of the contract. Thereafter, all documents should be handed over to ECSA. Such information must be treated as confidential at all times.
- 7.4.** In addition, information may not be used for personal gain by the service provider, any employee, subcontractor or any agent of the service provider or any other person, body or organisation receiving the information or data through the service provider, or any of their employees or agents.

- 7.5.** Failure to observe these conditions will constitute a breach of contract, which could result in termination of the contract.
- 7.6.** The details of the caller should be kept confidential. Strict confidentiality of all information should be maintained, and all calls should be accepted without favour or prejudice.

8. SPECIAL CONDITIONS

- 8.1.** This is a once-off appointment.
- 8.2.** ECSA reserves the right not to appoint any service provider should unsuitable proposals be submitted for the RFP.
- 8.3.** ECSA reserves the right to increase the quantity of License, procured based on operational requirements.
- 8.4.** ECSA is currently undertaking broader digital transformation initiatives. Should ECSA implement an ERP system platform that replaces or substantially incorporates the functionality of the PMS during the contract period, ECSA reserves the right to terminate this contract, subject to reasonable written notice and the completion of agreed transition activities.
- 8.5.** The successful bidder shall, upon expiry or termination of the contract for any reason:
 - 8.5.1.** Cooperate fully with ECSA and any replacement service provider;
 - 8.5.2.** Provide all organisational data in an agreed open, machine-readable format (such as CSV, XML or SQL export, where applicable);
 - 8.5.3.** Transfer all documentation, configurations and user guides developed for ECSA;
 - 8.5.4.** Ensure that no interruption of ECSA's business operations occurs due to the transition;
 - 8.5.5.** Permanently delete all ECSA data from its systems once written confirmation has been received from ECSA that migration has been successfully completed, unless otherwise required by law.

9. EVALUATION AND SELECTION CRITERIA

9.1. ECSA has set minimum standards that prospective service providers must meet to be evaluated and selected as successful service providers. The proposals received will be evaluated in different phases to arrive at the final phase of the award, and the phases will be as follows:

- i. Administrative Criteria (Phase 1) - Prospective service providers (s) must submit all required minimum and mandatory documents. Failure to submit mandatory documentation may result in disqualification.
- ii. Functionality Evaluation Criteria (Phase 2) - The proposals will be evaluated according to the criteria set below:
 - Organisational experience
 - Key personnel
 - Portfolio of evidence and references
 - Analytics and reporting functionality
 - Usability and integration capabilities
- iii. Price and BBB-EE evaluation Criteria (Phase 3)
 - Where required, ECSA reserves the right to request:
 - Product demonstrations
 - Clarification meetings
 - Additional supporting documentation

10. MINIMUM ADMINISTRATIVE REQUIREMENTS – PHASE 1

Note: In this phase all proposals received will be verified for compliance and completeness of the submitted documents as per the below set of mandatory requirements. Prospective service providers who fail to comply with the below requirements may be eliminated and prospective service providers who comply with the below will progress to the next phase of technical evaluation.

Please adhere to the following instructions

- i. Ensure that the documents are completed and signed where applicable.
- ii. Use the prescribed sequence in attaching the Appendices that complete the proposal Document.

- iii. Should all of these documents not be included or any part of the RFP document not duly completed, the bidder may be disqualified on the basis of non-compliance/ non-responsiveness.
- iv. Please index and paginate your proposal documentation.

Table 1: List of mandatory requirements

Appendix Number	Description of Appendix	Requirement
Appendix A	Fully completed and signed Standard Bidding Forms	SBD 4 – Service provider's disclosure Form
Appendix B	Bidder registration documents	CIPC certificate
Appendix C	Tax clearance and B-BBEE certificate	- A valid tax - A valid B-BBEE certificate or sworn affidavit
Appendix D	Bank Confirmation Letter	Bank Confirmation Letter
Appendix E	Pricing Schedule	A completed pricing schedule as per Annexure B

10.1. FUNCTIONALITY EVALUATION POINT ALLOCATION – PHASE 2

Only prospective service providers (s) that have met the administrative criteria in Phase 1 will be evaluated in Phase 2. Prospective service provider(s) that achieve a minimum threshold of 70 Points out of 100 Points for the Functionality capabilities will proceed to Phase 3.

Table 2: Documents for evaluation purposes

Appendix Number	Description of Appendix	Requirement
Appendix F	Bidder Profile	Bidder profile indicating experience in relevant services
Appendix G	References	Three relevant reference letters on the Client's official letterhead
Appendix H	Curriculum Vitae	CVs for Team Members

Appendix I	System Compliance Schedule	A completed System Compliance Schedule as per Annexure B
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10.1.1. DETERMINATION OF SCORE FOR FUNCTIONALITY

Each evaluation criterion shall be scored independently by every member of the Bid Evaluation Committee.

Table 3: Functionality Evaluation Criteria

CRITERIA	MAX POINTS
Bidder experience Evidence shall include: – Bidder registration documents – Bidder profile – Completion certificates (where available) >5 years = 10 Points 3-5 years = 5 Points <3years = 0 Points	10
Key Personnel/Resources Bidders are required to provide a detailed team structure. Each bidder must submit a résumé for every team member, specifying the individual's role within the project and the number of years of relevant experience. • Overall Project Manager >8 years = 10 Points 4-8 years = 5 Points <4 years = 0 Points • The lead on each Category (Organizational APP, Divisional APP and OPPs)	30

CRITERIA	MAX POINTS
>5 years = 10 Points 2-5 years = 5 Points <2 years = 0 Points • Support personnel >3year = 10 Points 1-3 = 5 Points <1 = 0 Points	
Reference letters Bidders to demonstrate experience and expertise by submitting Reference letters from their clients, on the client's letterhead. Bidders to provide contactable References by completing <u>Annexure B</u> <u>Reference letter must include all the requirements below:</u> • Contact person's Name, Surname, contact details: telephone/cell number and e-mail address; • Nature of work provided; • Duration of the work/contract; 3 letters =10 Points 2 letters = 5 Points 1 letter = 0 Points	10
Analytics and reporting (Complete Annexure B) The bidder to provide: • Examples of dashboards and Reports produced • Data Presentation System functionality The service provider to demonstrate the following: • How organizational annual performance plans, Divisional annual performance plans and operational plans will be integrated • How users will navigate the system to achieve their goals with maximum effectiveness, efficiency, and satisfaction and minimal	50

CRITERIA	MAX POINTS
errors compliance with 90% of annexure B= 50 points <90% = 0 points	
Total	100

10.1.2. The score for functionality shall be calculated as follows:

- i. Each panel member shall award values for each individual criterion on a score sheet. The Points scored for each criterion shall be multiplied with the specified weighting for the relevant criterion to obtain the Points scored for each criteria. These Points should be added to obtain the total score for Functionality.
- ii. The score of each panel member shall be added together and divided by the number of panel members to establish the average score obtained by each individual respondent for Functionality.

10.2. PRESENTATION (DEMONSTRATION) (PHASE 3)

All bidders that pass the Phase 2 functional evaluation with >70% will be invited to the presentation/demonstration. The minimum qualifying score will be 90% based on the compliance schedule in Annexure B.

10.3. PRICE AND B-BBEE EVALUATION (PHASE 4):

All bidders that qualify after the presentation phase 3 will be evaluated using the 80/20 principle for price and BBEE.

10.3.1. Price Evaluation:

- i. Prospective service providers must clearly indicate their respective proposed tariffs on the Pricing Schedule attached as **Annexure C**.

10.3.2. B-BBEE Evaluation:

- i. ECSA is committed to encouraging black economic empowerment through providing opportunities to historically disadvantaged individuals.
- ii. B-BBEE points may be allocated to prospective service providers on submission of the following documentation or evidence:

- A valid B-BBEE Certificate or sworn affidavit.

ANNEXURE A: REFERENCES TEMPLATE

#	Client Name	Contact Person:			Nature of work provided	Duration of work	
		Designation	Name & Surname	e-mail address/Telephone/Cell Number		Start Date	End Date
1							
2							
3							
4							
5							
6							

ANNEXURE B: SYSTEM COMPLIANCE SCHEDULE

ITEM	Functionality	Yes	No
1.	Project Implementation Plan		
2.	Annual Cost		
3.	Skills Transfer		
4.	Support organization-Wide APP		
5.	Annual Performance Plans		
6.	Strategic Risk Plans		
7.	Strategic Goals		
8.	Strategic Objectives		
9.	Strategic Initiatives		
10.	Divisional Plans		
11.	Operational Performance Plans		
12.	Operational risk registers		
13.	Projects		
14.	Activities		
15.	Milestones		

16.	Support Divisional APP		
17.	Integration of Organization-Wide APP and Divisional APP		
18.	Quarterly Reports generation		
19.	Quarterly reminders		
20.	Dashboard reports		
21.	KPI creation		
22.	Target setting		
23.	Annual reporting		
24.	Evidence submission (POE)		
25.	Performance Scoring		
26.	Performance commentary		
27.	Variance analysis		
28.	Preventive and corrective maintenance		
29.	System to allow for up to 50 active users and above (aligned to Organizational Structure]		
30.	Population of Organization-Wide Annual Performance Plans, Divisional APP and Operational Performance Plans on the performance management system		
31.	Hosting and maintenance of Organization-Wide Annual Performance Plans		
32.	Hosting and maintenance of Annual Performance Plans		
33.	Hosting and maintenance of Operational Performance Plans		
34.	System administration support		
35.	The system must not be browser-specific		
36.	Automation of monthly, quarterly Organization-wide APP, annual performance and operational plans report production with dates of when the portfolio of evidence were captured		
37.	Organization-wide APP, Monthly, Quarterly, and Annual Reports production with dates of when the portfolio of evidence was captured		
38.	System notifications (monthly, quarterly reminders),		
39.	Provide quarterly and annual support on any matters related to the system (as and when needed) 250 hours for the period quoted		
40.	Provide 4 virtual trainings on the system for all users and build super-user capabilities within the ECSA divisions.		
41.	Complete audit history		
42.	Undertake a comprehensive business analysis to understand ECSA's		

	organizational performance management processes and configure the solution accordingly		
43.	The system shall provide configurable dashboards		
44.	Organization-Wide APP, Monthly, Quarterly and Annual dashboards production		
45.	Reports shall be exportable to Microsoft Excel, Microsoft Word and PDF		

ANNEXURE C: PRICING SCHEDULE as attached (To be completed and submitted in Excel and PDF)

11. LIABILITY

The successful prospective service provider shall be liable to ECSA for any direct damages and/or losses incurred by ECSA due to failure by the prospective service provider to perform its obligations in the manner required by the Service Level Agreement signed by the parties.

The successful prospective service provider shall further be liable to ECSA for all indirect and consequential or special damages and/or losses suffered by ECSA as a result of gross negligence, willful misconduct, a breach of confidentiality provisions stipulated in the signed Service Level Agreement between the parties, breach of applicable laws, infringement of a third party's intellectual property rights, or a criminal act committed by the prospective service provider or any employees of the prospective service provider.

12. PROSPECTIVE SERVICE PROVIDER'S OWN TERMS AND CONDITIONS OR PROPOSAL QUALIFICATIONS

This document contains the terms and conditions of this RFP, and prospective service providers must not modify / qualify the specifications or come up with their own terms and conditions. ECSA reserves the right to disqualify a proposal which seeks to modify or depart from the specified conditions.

13. PREPARATION COSTS

The prospective service provider will bear all its costs in preparing, submitting, and presenting any response to this RFP and all other costs incurred by it throughout the RFP process. Furthermore, no statement in this RFP will be construed as placing ECSA, its employees or agents, under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the prospective service providers in the preparation of their response to this RFP.

14. INDEMNITY

If a prospective service provider breaches the conditions of this RFP and, as a result of that

breach, ECSA incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the RFP process and/or enforcement of intellectual property rights or confidentiality obligations), then the prospective service provider indemnifies and holds ECSA harmless from any and all such costs which ECSA may incur and for any damages or losses ECSA may suffer.

15. LIMITATION OF LIABILITY

A prospective service provider participates in this RFP process entirely at its own risk and cost. ECSA shall not be liable to compensate a prospective service provider on any grounds whatsoever for any costs incurred or any damage suffered as a result of the prospective service provider's participation in this RFP process.

16. TAX COMPLIANCE

No RFP shall be awarded to a prospective service provider whose tax affairs are not in order. ECSA reserves the right to withdraw an award made, or cancel a contract concluded with a successful prospective service provider in the event that it is established that such prospective service provider was in fact not a tax compliant at the time of the award. ECSA further reserves the right to cancel a contract with a successful prospective service provider in the event that such prospective service provider does not remain tax compliant for the full term of the contract.

17. CONFIDENTIALITY

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this RFP or a prospective service provider's submission will be disclosed by any service provider or other person not officially involved with ECSA's examination and evaluation of an RFP.

Throughout this RFP process and thereafter, prospective service providers must secure ECSA's written approval prior to the release of any information that pertains to (i) the potential work or activities to which this RFP relates; or (ii) the process which follows this RFP. Failure to adhere to this requirement may result in disqualification from the RFP process and civil action.

No confidential information relating to the process of evaluating or adjudicating proposals or appointing a prospective service provider will be disclosed to a prospective service provider or any other person not officially involved with such process.

18. INTELLECTUAL PROPERTY

ECSA retains ownership of all Intellectual Property rights in the RFP information documents that form part of this RFP. Prospective service providers will retain the Intellectual Property

rights in their/ responses, but grant ECSA 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 the RFP process.

19. TERMS & CONDITIONS OF THE APPLICATION

- ECSA reserves the right without furnishing any reasons whatsoever, to cancel, withdraw or re-advertise, or to appoint or not to appoint any of the Service Providers.
- ECSA may request clarification or further information regarding any aspect on the non-mandatory documents submitted by the service provider. The service provider must provide the requested information within forty-eight (48) hours after the request has been made; otherwise, the service provider may be disqualified.
- The RFP and supporting documents shall be submitted strictly in accordance with the instructions given in these ToR's.
- All prices quoted must be VAT inclusive. ECSA will not provide upfront payments.

20. RFP SUBMISSION

The RFP/ proposal must be emailed to ecsa-tenders@ecsa.co.za by no later than **16H00** on 16 September 2025.

- The completed proposal must be attached to the email, any text included in the body will not be evaluated.
- The email subject should clearly indicate the name of the service provider and the RFP reference number. If amending a submission, the title of the email should also include the word amendment.
- Example: Bidder ABC, ECSA/RFP03/2026
- Example: Bidder ABC, Amendment to ECSA/RFP03/2026
- If the submission is larger than 20 MB, please zip the folder to reduce size, and or submit in parts referencing each submission accordingly.
- Where a response is not submitted at the time of the RFP closing date, such submission will not be evaluated.
- Submissions must be made in PDF format only; no editable documents will be accepted.
- PDF documents submitted must not be protected.
- Failure to adhere to the above submission rules may lead to disqualification.

ECSA is entitled to amend any application condition, validity period, specification, or extend the return date of such an application before the closing date. All service providers to whom

the RFP documents have been issued will be advised in writing of such amendments or of extensions, promptly.

21. RETENTION OF APPLICATIONS

All RFPs/proposals submitted shall become the property of ECSA. ECSA will make all reasonable efforts to maintain applications in confidence. Proprietary information should be identified in each application.

22. CANCELLATION AND RE-INVITATION OF RFP

The decision to cancel an RFP will be published in the same media in which the original RFP invitation was advertised.

23. VENDOR COMMUNICATIONS

During the RFP period, communication between service providers and ECSA will only be in writing through email for any queries and questions. All communications, correspondence, documentation, manuals, applications, presentations, demonstrations etc., must be in English.

All questions concerning the RFP must refer to the RFP page number, section, and paragraph. All questions and correspondence must only be directed at the authorized ECSA Application Representatives, listed below:

23.1. General Enquiries:

Supply Chain Management: Ms. Nthabiseng Somoro

Telephone number:(011) 607 9534

Email address: nthabiseng@ecsa.co.za