



TERMS OF REFERENCE: SABFS0012/2021

Senior Business Process Analyst – Consultant

Advertisement Date: **07 December 2021**

Closing Date: **24 December 2021**

Closing Time: **17:00**

1. BACKGROUND

The South African Board for Sheriffs (“SABFS”) is a statutory regulatory body established in term of the Sheriffs Act 90 of 1986. The SABFS’ objectives are the maintenance of the esteem, the enhancement of the status of sheriffs, and the improvement of the standard of training and functions performed by sheriffs.

The core objectives of the SABFS are to:

- Liaise with the sheriffs and relevant stakeholders;
- To monitor the conduct of sheriffs;
- Promote the sheriffs’ profession; and
- To provide overall Policy directives.

On November 2021 the “**Modernization project**” was adopted as a strategic focus area for the board for the next three years. This focus area will have key objectives around modernizing business processes through technological advancements, promoting effective and efficient sheriff regulatory and compliance functions through end-user-based technology, ensuring formative and developmental learning of the profession through eLearning, promoting interactive communication with the profession, stakeholders, and society at large through a digital platform.

To initiate the process, the SABFS requires the services of a Senior Business Process Analyst on a consultancy basis that will deliver a business analysis, draft a business case document on modernization and provide strategic direction on possible funding avenues to resource the modernization project of the SABFS.

2. OBJECTIVES

The SABFS seeks the services of a Senior Business Process Analyst on a consultancy basis. The service provider will be responsible for the documentation of the organization’s Business Cases, Business Requirements Specification (BRS) and Functional Requirements Specification (FRS) on projects and supporting various analysis duties.

The service provider will be responsible for working with the SABFS to analyse, advise and recommend processes and systems that will modernise the SABFS business processes. The service provider will conduct research and analysis to come up with solutions to business problems and help to introduce these systems to SABFS and the relevant stakeholders.

The service provider should demonstrate great skills in creativity and innovation, ability to thrive in a high-pressure environment, and possess excellent communication skills.

The service provider must be able to understand the big picture surrounding the solution to be developed, document the vague ideas into concrete requirements and act as a single point of contact for any clarifications regarding the project’s deliverables.

3. SCOPE OF WORK

3.1. DELIVERABLES

- i. Document and analyse informational data of the functioning and mandate of SABFS.
- ii. Analyse and decompose relevant business processes.
- iii. Analyse and design business solutions to ensure high quality results from a technical and business view.
- iv. Business and functional requirements elicitation.
- v. Prepare Business and Functional requirements specifications.

- vi. Presentation of business process and systems solutions to both software developers and the business.
- vii. Gather and interpret requirements from the business and users.
- viii. Participate in the solution design process.
- ix. Performing business analysis and process improvement within assigned solution project.
- x. Provide ongoing support to users on processes, systems, and technology activity.
- xi. Assist (when necessary) with systems testing.
- xii. Ensure that quality assurance process cover all aspects of delivered business specification including non-functional requirements (e.g. Security, performance, etc.)
- xiii. Design test plans, scenarios, scripts, and /or procedures and signoff on development.
- xiv. Produce test evaluation reports, reporting on tasks and issues to various levels of the organization.
- xv. Advise on the implementation of business solutions.
- xvi. Manage change across the value chain.
- xvii. Work under minimal direction within a clearly defined accountability framework.

3.1.1. BEHAVIOURAL COMPETENCIES

Ability to:

- a. Research technology-related concepts, trends, and best practices, and apply findings
- b. Synthesize data from different sources to identify trends.
- c. Present problem analysis and a recommended solution rather than just identifying and describing the problem itself.
- d. Monitor and track progress to ensure delivery of all planned commitments, and keep the appropriate people informed.
- e. Prepare clear, well-structured presentations using a variety of tools and techniques.
- f. Prepare written reports and briefs and communicates ideas clearly.
- g. Genuinely cultivate personal bonds with colleagues to enhance performance throughout the organization.
- h. Adjust to work effectively within new work structures, processes, requirements, or cultures.
- i. Visualization and prototyping skills.
- j. Good command over spoken and written communication.
- k. Elicitation and interviewing skills.
- l. Problem-solving and analytical thinking.
- m. Facilitation and observational skills.
- n. Business structure knowledge.
- o. Process modelling skills.
- p. Interpersonal skills.

3.2. EVALUATION CRITERIA

3.2.1. Phase 1: Technical Evaluation

Evaluation of the technical part of the proposal will be based on the service provider's responsiveness to the terms of reference, as well as the application of the evaluation criteria and points system as indicated below. Each responsive proposal will be given a technical score.

Criteria	Points
Relevant Tertiary IT Qualification or Certificate/ Diploma in Business Process Analysis from industry recognized training institution. Faculty Training Institute Business Analysis qualification advantageous.	20
Combination of project and working experience of at least 10 years in business analysis and business process mapping. An additional 6 years business or working experience as a Team leader within IT projects.	25
Working knowledge of relevant methodology and tools e.g. Process modelling tools, project management methodologies (Waterfall, Agile Scrum etc).	20
Regulatory project experience and proven experience in leading solution design workshops. Provide 2 reference letters of current/previous completed projects not older than 18 months.	25
Expert knowledge in delivering typical Business Analysis Artefacts.	10
TOTAL	100

The proposals will receive further consideration if the service provider scores at least 70% minimum points out of the 100 points on technical criteria as listed above.

Envisioned to start 17 January 2022 and be completed by 15 April 2022.

3.2.2. Phase 2: Pricing and BEE Evaluation

The following 80/20 criteria will be used for the evaluation of the proposals:

- i. Pricing - 80 points
- ii. B-BBEE Points - 20 points

3.2.3. Supervision

The successful service provider will be regularly in contact with the Modernisation Project Lead Board member whenever applicable.

3.2.4. Completion Criteria and Payment

- a) Payment will be made based on an agreement between the SABFS and the successful bidder.

3.2.5. Pricing Schedule

The following cost table should be utilised to submit the cost proposal:

Item	Quantity	Unit Price in (R)	Total Price in (R)
<u>Additional Costs</u>			
VAT			R
TOTAL AMOUNT			

To enable the SABFS to evaluate the service provider on the above criteria, please ensure that adequate documentation is attached.

4. REGISTRATION REQUIREMENTS:

Service providers must submit the following information when preparing their bid documents:

- a) Company profile
- b) Certificate of Registration
- c) Valid and original tax clearance certificate at the time of bid closing (bidders must ensure that their tax status is always compliant as failure to do so will result in an automatic disqualification)
- d) Valid and certified B-BBEE certificate/Sworn Affidavit (Not Compulsory – only used for claiming B-BBEE Points)
- e) List of two referees being clients previously consulted for, not older than 18 months, along with the contact person and contact details;
- f) Proof of banking details.
- g) Pricing Schedule
- h) Declaration of Interest

NB:

- Please note that the above requirements are mandatory and **MUST** accompany the proposal.
- Non-compliance with the above mandatory submissions will lead to a disqualification.
- Proposals must be properly indexed.

All enquiries relating to the tender must be communicated in writing only by no later than 12h00 on the 24 December 2021 All written communication should be sent to the following email address only: proposals@sheriffs.org.za, Subject Heading: **SABFS0012/2021 – Senior Business Process Analyst – Consultant**

5. All applicants are strictly forbidden to communicate with the office of the South African Board for Sheriffs in respect of their application, other than through the required communication channels as stipulated in this document; and
6. Each applicant is required to submit one (1) Softcopy to proposals@sheriffs.org.za, no later than the stipulated closing date and time.

7. The SABFS is not obliged to accept any applications and has the right to withdraw and or amend tender specifications at its sole discretion.

A handwritten signature in black ink, appearing to be "S. H. ...", enclosed within a hand-drawn oval.

Acting Executive Manager : SABFS