

APPOINTMENT OF A SERVICE PROVIDER TO REDESIGN/DEVELOP, HOST AND MAINTAIN IRBA WEBSITES WITH THE SUPPORT OF A SINGLE BACKEND ARCHITECTURE

BID NO.:	IRBA01/2024/RFT
CLOSING DATE:	25/03/2024 at 12h00 (South African Time)
BID DESCRIPTION:	Bidders are hereby invited to submit their proposals for the supply of the abovementioned services, according to the Terms of Reference and conditions that are outlined in this
	tender document.

- This bid is subject to the General Conditions of Contract and, where applicable, any other special conditions of contract.
- Kindly note that the bid offers should be submitted as follows:
 - Via hand delivery and be deposited in the tender box on the Ground Floor of Building 2, Greenstone Hill Office Park, Emerald Boulevard, Modderfontein, 1609.
- No bids forwarded via email, fax or a similar medium will be considered.
- Late bids will not be accepted.

DIRECTOR: OPERATIONS

DATE: 29 February 2024

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SECTION A: GENERAL CONDITIONS OF THE BID

The Independent Regulatory Board for Auditors (IRBA) would like to invite suitably qualified independent bidders to submit their bids to provide redesign/development, hosting and maintenance services for its websites, with the support of a single backend architecture, for a period of five years.

1. **PROPRIETARY INFORMATION**

The IRBA will consider this Request for Tender (RFT) and all related information, either written or verbal, that have been provided to the bidder to be proprietary to the IRBA. Such information shall be kept confidential by the bidder and its officers, employees, agents and representatives. The bidder shall not disclose, publish or advertise this RFT, or the related information, to any third party, without the prior written consent of the IRBA.

2. ENQUIRIES

2.1 All communication and attempts to solicit information of any kind with regard to this RFT should be channelled **in writing** to:

RFT Enquiries

Phyllis Mualusi

Email address: pmualusi@irba.co.za

- 2.2 Enquiries in relation to this RFT will not be entertained after 16h00 on **15/03/2024**.
- 2.3 All enquiries will be consolidated and the IRBA will then issue one response that will be posted on **18/03/2024** on the IRBA website (<u>www.irba.co.za</u>), under the section on tenders.
- 2.4 The IRBA may, in its absolute discretion, respond to any enquiry; and the bidder acknowledges that they will have no claim against the IRBA on the basis that their bid was disadvantaged by lack of information, or the inability to resolve ambiguities.

3. BID VALIDITY PERIOD

Responses to this RFT from bidders will be valid for a period of 120 days, from the bid closing date.

4. BACKGROUND

4.1 The IRBA was established in terms of Section 3 of the Auditing Profession Act 26 of 2005, as amended (the Act), which had an effective date of 1 April 2006. The objectives of the Act, as set out in Section 2, are:

- a) To protect the public in the Republic by regulating audits performed by registered auditors;
- b) To provide for the establishment of an Independent Regulatory Board for Auditors;
- c) To improve the development and maintenance of internationally comparable ethical standards and auditing standards for auditors that promote investment and as a consequence employment in the Republic;
- d) To set out measures to advance the implementation of appropriate standards of competence and good ethics in the auditing profession; and
- e) To provide for procedures for disciplinary action in respect of improper conduct.

5. MINIMUM REQUIREMENTS FOR A BID

- 5.1 Interested bidders must comply with the minimum conditions set out below, for their proposals to be evaluated on functionality. Failure to submit or comply will render the bid non-compliant.
- 5.2 The IRBA maintains independence from the registered auditors (RAs) it regulates. As such, no bids will be considered from any entity or person that is regulated by the IRBA, including network firms, as defined in the IRBA Code of Professional Conduct for Registered Auditors. In view of this, bidders must be free from any relationship that could result in any undue influence from auditors and audit firms regulated by the IRBA. Consequently, bidders are required to submit a declaration, as per **Annexure A**, that confirms that they are independent of the auditing profession in that:
 - They are not employed by an audit firm and/or a network firm; and
 - They do not share, directly or indirectly, in any profits or interests of a registered auditor, an audit firm and/or any person related to a registered auditor and/or an audit firm.
- 5.3 Interested bidders are required to complete and submit the following **appropriately signed** (by authorised signatories) Standard Bid Documents (SBDs), **failing which their bid responses will be disqualified:**
 - a) SBD 1: Invitation to Bid.
 - b) SBD 3.3: Pricing Proposal.
 - c) SBD 4: Declaration of Interest Form.
 - d) SBD 6.1: Preference Points Claim Form in terms of the Preferential Procurement Policy Framework Act, 2022.

- 5.4 National Treasury Central Supplier Database (CSD): Bidders must submit confirmation of the company or individual registration on the CSD. The IRBA will not award any contract to a bidder that is not registered as a supplier on the CSD, as required in terms of National Treasury Circular No. 3 of 2015/2016 and National Treasury SCM Instruction Note 9 of 2017/2018. The CSD registration requirement applies to all companies/individuals. Bidders may register on the CSD through the National Treasury website (www.csd.gov.za).
- 5.5 Bidders are required to complete and submit the compulsory Pricing Proposal **(Annexure B)** without changing the structure. Failure to complete it in the prescribed manner and with unauthenticated alterations will result in the disqualification of the bid.

6. INSTRUCTIONS ON THE SUBMISSION OF BIDS

- 6.1 The IRBA requires two copies one original hard copy and one soft copy (USB) of the completed bid documentation that supports the criteria, as stated in section B of this document.
- 6.2 The SBD 3.3 form, Financial Proposal, must be submitted in a separate sealed envelope, along with the printed copies of the bid documentation.
- 6.3 The bid document must be hand-delivered and placed in the bid box on the Ground Floor of Building No. 2, Greenstone Hill Office Park, Emerald Boulevard, Modderfontein, 1609, by no later than 12h00 (South African time) on 25/03/2024.
- 6.4 The bid register, which is located where the tender box is, must be signed by the person making the delivery.
- 6.5 The bid closing date, bidder's name and the return address must also be reflected on the envelope.
- 6.6 No bid response received by email, fax or similar medium will be considered.
- 6.7 Any bid response that is not in the bid box at the bid closing date and time will be regarded as a late bid. It is the IRBA's policy not to consider late bids for tender evaluations.
- 6.8 Amended bids may be sent in an envelope marked "Amendment to bid" and should be placed in the bid box before the closing date and time.

7. PREPARATION OF THE BID RESPONSE

- 7.1 All documentation submitted in response to this RFT must be in English.
- 7.2 The bidder is responsible for all costs that they shall incur regarding the preparation and submission of the bid document.

- 7.3 Bids submitted by bidders that are comprised of companies must be signed by whoever is duly authorised thereto by a resolution of the applicable board of directors, a copy of which resolution, duly certified, must be submitted with the bid.
- 7.4 The bidder should check the numbering of the pages on their bid, to satisfy themselves that no pages are missing or duplicated. The IRBA will accept no liability regarding anything arising from the fact that pages of a bid are missing or duplicated.
- 7.5 The information required in paragraphs 5.2-5.5 above must be included in the bid response.
- 7.6 A project plan and timeframes must be part of the bid documentation and those details should address all the requirements that are indicated under paragraph 2 of section B.
- 7.7 Detailed curricula vitae (CVs) of the assigned team members must be included in the bid response.
- 7.8 Relevant details, as per Table A under Appendix A, must be included in the bid response for each of the individuals assigned to the project.
- 7.9 Reference letters, as per the Functional Evaluation Criteria set out in section B, must be included in the bid response.
- 7.10 A financial proposal, as indicated in Annexure B, must be included in the bid response.

8. **REQUIREMENT TO CONCLUDE A CONTRACT**

This bid document, all the appended documentation and the proposal in response thereto, together with the General Conditions of Contract issued in accordance with Chapter 16A of the Treasury Regulations, shall form the basis for formal contracts to be negotiated and concluded between the IRBA and the successful bidder to whom this bid will be awarded.

9. CONTRACT PERIOD

- 9.1 The contract shall be for a period of five years, subject to an annual performance review of the service provider.
- 9.2 The successful bidder shall, upon receipt of a written notification of an award, be required to conclude a contract with the IRBA, inclusive of a Service Level Agreement (SLA). The SLA will serve as a tool to measure, monitor and assess the service provider's performance and ensure an effective delivery of the services, quality and value-add to the IRBA's business.

10. ASSIGNMENT OF OBLIGATIONS, INDEPENDENCE AND CONFLICT OF INTEREST

10.1 The successful bidder:

- a) May not assign their own obligations.
- b) Shall conduct their business from the Republic of South Africa.
- c) Shall, in rendering the services to the IRBA, maintain independence and must not have any conflicts of interest.
- d) Must immediately advise the IRBA, in writing, when it seems like unforeseeable circumstances will adversely affect the execution of the contract. Full particulars of such circumstances, as well as the period of delay, must be furnished to the IRBA.
- e) Shall restrict the use of the IRBA information and documentation to the purpose for which such information and documentation were disclosed to the bidder by the IRBA.
- f) Shall ensure that the credentials of the individuals presented to the IRBA are in line with the proposals submitted, and that these individuals shall not be substituted without the prior approval of the IRBA.

11. **REPORTING**

The successful bidder shall meet with the IRBA team to discuss reporting and account queries, as and when requested by the IRBA.

12. CANCELLATION OF THE CONTRACT

- 12.1 The IRBA may, in its sole discretion and without limitation to any of its other rights elsewhere in law, cancel the contract, if it is satisfied that any person (including an employee, partner, director or shareholder of the interested company or a person acting on behalf of or with the knowledge of the interested person or entity):
 - a) Is executing a contract with the IRBA unsatisfactorily;
 - b) Has, in any manner, been involved in a corrupt act or offered a gift or remuneration to any officer or employee of the IRBA in connection with obtaining or executing a contract;
 - c) Has acted in bad faith, in a fraudulent manner or committed an offence in obtaining or executing a contract;
 - d) Has, in any manner, influenced or attempted to influence the awarding of the IRBA's bid process;
 - e) Has, when advised that their proposal has been accepted, given notice of their inability to execute or sign the contract;
 - f) Has engaged in any anti-competitive behaviour, including having entered into any agreement or arrangement, whether legally binding or not, with any other person, entity

or company to refrain from quoting for this contract, or relating to the bid to be submitted by either party; and/or

- g) Has disclosed to any other person any information relating to this bid, except where disclosure in confidence was necessary to obtain quotations required for the preparation of the bid.
- 12.2 The IRBA may, in its sole discretion, resolve that for a specified period it will not consider any bid from a bidder whose contract has been cancelled for fraud, dishonesty or contravention of supply chain management legislation. If the IRBA is satisfied that any person is or was a shareholder or a director of an entity/company, which in terms of paragraph 12.1 is one from which no bid will be favourably considered for a specified period, it may also decide that no bid from such a person, entity or company shall be favourably considered for a specified period.
- 12.3 Any restriction imposed upon any person/entity shall apply to any other person/entity with which such a person/entity is associated.
- 12.4 The IRBA reserves the right to unilaterally terminate the contract with the successful bidder on three-months' notice, in the event of circumstances beyond its control and those that render continuation with the contract undesirable or unnecessary.

13. SUPPLIER PERFORMANCE MANAGEMENT

The IRBA views supplier performance management as a critical component in ensuring quality, in as far as the acquisition of services and the maintenance of good relations between the IRBA and all its service providers are concerned.

14. DISCLAIMER

- 14.1 Bidders must make and rely on their own investigations and satisfy themselves as to the correctness of any and all aspects of the bid. The IRBA will not be liable for any incorrect or potentially misleading information in relation to any part of this document and any accompanying bid documents.
- 14.2 The IRBA reserves the right to not appoint any bidder that does not comply with the conditions of this bid, or if it obtains information about the bidder that could put the IRBA at risk.
- 14.3 The IRBA reserves the right to cancel this bid, should the budget to cover its full costs not be available at the time of awarding the contract, or if the need no longer exists, or the specifications have changed.

15. ABSENCE OF OBLIGATIONS

- 15.1 No legal or other obligation shall arise between the bidder and the IRBA, unless and until the formal appointment, contract and SLA have been signed.
- 15.2 The IRBA is not obliged to proceed with any submitted bids.

16. EVALUATION CRITERIA AND POINTS ALLOCATION

Bids shall be evaluated in terms of the process and conditions that are detailed below.

16.1 Phase 1 – Eligibility Criteria/Mandatory Requirements

During this phase, bid responses will be reviewed for the purposes of assessing compliance with the RFT requirements, including the general bid conditions that require the following:

- a) **National Treasury CSD:** Service providers must submit confirmation of their company or individual registration on the CSD and provide a CSD registration summary report.
- b) Tax Compliance Status: A valid tax clearance certificate or pin issued by the South African Revenue Service must be provided.
- c) Consortiums and Joint Ventures: If the bidding unit emanates from a joint venture (JV) or a collaborative partnership (including a newly formed company) that does not have a joint track record, the individual entities that make up the tendering unit/JV should each meet all the mandatory requirements. Should all the requirements in respect of the tendering unit or the individual entities (as the case may be) not be met, then the JV will be disqualified. It is recognised that bidders may wish to form consortia to provide the services. In that case, submit the JV agreement that has been signed by both parties.
- d) Bidders must complete and submit the compulsory Pricing Proposal (Annexure B) without changing the structure. Failure to complete it in the prescribed manner and with unauthenticated alterations will result in the disqualification of the bid.
- e) Complete and submit the following appropriately signed (by authorised signatories) Standard Bid Documents, failing which the bid response will be disqualified:
 - SBD 1: Invitation to Bid.
 - SBD 3.3: Pricing Proposal.
 - SBD 4: Declaration of Interest Form.
 - SBD 6.1: Preference Points Claim Form in terms of the Preferential Procurement Policy Framework Act, 2022.

f) Complete and submit the declaration (Annexure A) that confirms independence from the auditing profession.

Failure to comply with the requirements assessed in Phase 1 (compliance) will lead to the disqualification of a bid.

16.2 Phase 2: Functionality Evaluation

Bid responses will be evaluated in accordance with the functional criteria listed in section B of this RFT document, and the associated points are also indicated.

Bidders are required to achieve a minimum score of 70 points, out of the 100, to progress to the next phase; and will be evaluated according to the weight scoring set out in paragraph 3.2 under section B. Also, it should be noted that a minimum qualifying score per criteria must be met, as set out in the evaluation criteria. Failure to achieve any of the minimum scores will result in a disqualification for further consideration, even if the overall minimum total score has been obtained.

16.3 Phase 3: Specific Goals and Pricing

All bids that achieve the minimum qualifying scores for functionality (acceptable bids) and are shortlisted under Phase 2 will be evaluated further on the 80/20 basis as follows:

Criteria	Points
Specific Goals	20
Pricing	80
Total Points	100

A maximum of 20 points will be awarded to a bidder for the specific goals of people who were historically disadvantaged by unfair discrimination, based on being an:

Specific Goal Allocated Points in terms of this Tender	Points Allocated (80/20 system)
1. Enterprise with ownership of 51% or more by person/s who are Black	10
2. Enterprise with ownership of 51% or more by person/s who are women	5
3. Enterprise with ownership of 51% or more by person/s who are youth	3
4. Enterprise with ownership of 51% or more by person/s with a disability	2
TOTAL	20

To qualify for the preference points, the bidder must submit the proof documents set out below, together with the proposals for the 80/20 evaluation criteria. While failure to submit the

supporting proof documents will not disqualify the bidder, it will result in an allocation of zero points. The documents required for the verification of the points allocation are:

No.	Procurement Requirement	Proof Documents
А.	Black people/ownership	CSD Report/Black Economic Empowerment (BEE)
		Certificates/Sworn Affidavit/Share Certificates
В.	Women	CSD Report/BEE Certificates/Share Certificates
C.	Youth	CSD Report/BEE Certificates/Share Certificates
D.	D. Disabled (living with a disability) CSD Report/Medical Certificate/Report	
The C	The CSD Report will be used to verify the ownership percentage	

Note: Please refer to the Annexure B: Pricing Proposal and the SBD 3.3 form for the pricing format in which the required proposal must be provided.

SECTION B: FUNCTIONAL REQUIREMENTS SPECIFICATIONS

1. BACKGROUND TO THE RFT

The purpose of this RFT is to appoint a service provider to redesign/develop, host and maintain two websites from a single backend architecture. While both domains require a redesign/development, the main website must maintain its integration into the IRBA's enterprise resource planning (ERP) system.

Additionally, the organisation recently completed a rebranding project and the focus of this was around the clarion call of integrity, public interest and audit quality. The websites, therefore, are required to be redesigned/developed in such a way that they incorporate this vision and conform to the approved brand design.

2. SCOPE OF WORK

2.1 Redesign – Look and Feel

- a) The IRBA's main website (<u>http://www.irba.co.za/</u>) is utilised by the public, registered auditors, researchers, companies, search engines, government institutions and the IRBA staff, among others.
- b) It also has a secondary website (<u>http://www.irbalearning.co.za/</u>) that is mostly used by students, trainees, prospective candidates for the Audit Development Programme (ADP) and registered candidate auditors (RCAs) on the ADP. This website has a very different look and feel compared to the main one.
- c) For the project to be cost effective, the service provider must aggregate the services that will be required on the two websites, to reduce the cost of redesign, implementation, hosting and maintenance.
- d) The successful service provider will meet with IRBA management to discuss the "new" branding and "look and feel" concepts.
- e) The bidder will be required to comply with and adhere to the IRBA brand, as outlined in the Corporate Identity Framework that has been attached to this RFT, with respect to logo use, exclusion zones, fonts, colours, photographic style and graphic design elements, among others.
- f) While there is no specified page layout for a website design in the framework, the bidder should recommend the latest appropriate, modern and up-to-date designs that are suitable for a professional services website.

- g) Since the two websites have different target audiences and visitors, the look and feel for each site should be different, to maximise the appeal for the respective target audiences. However, both sites should still convey a strong brand identity link and demonstrate the overall IRBA brand values.
- h) The brand slogan integrity, public interest, audit quality should be featured clearly on both sites.
- These websites should have an uncluttered layout, with sufficient white space to convey transparency and openness; as well as a balanced use of primary, secondary and accent colours, to convey stability, professionalism and integrity.
- j) To convey the IRBA's commitment to its stakeholders, the functionality of the websites should consider user-friendliness and accessibility for site visitors.
- Modern and intuitive design elements and functionalities should be incorporated for the benefit of site visitors.

2.2 Website Development and Integration with the ERP System

- a) The current basic layout of the main website (<u>www.irba.co.za</u>) is as laid out in Annexure D.
- b) The learning website (<u>www.irbalearning.co.za</u>) is per the layout presented in Annexure E.
- c) The main website should be able to integrate into the IRBA's ERP system.
- d) The current site security must be used as a base for further improvements that include Open Web Application Security Project Top Ten, for common vulnerabilities; TLS/SSL, for encrypted data; HTTP security headers and the Payment Card Industry Data Security Standard, for payment data; strong password policies and multi-factor authentication; input validation; secure file uploads; data encryption; regular backups; secure coding; and incident monitoring. All this is in addition to meeting privacy compliance requirements according to the Protection of Personal Information Act.
- e) These sites should be responsive, automatically adjust for different-sized screens and viewports and have comprehensive search functionalities that include, but are not limited to, a well-placed search box with an auto-complete function and a search by categories. The search results must have filter and sort functions, the number of search results per page and a nothing found page.
- f) The sites should promote interactions with users by way of chatbots, contact user forms and a map to the IRBA offices.
- g) Social media integration (LinkedIn, WhatsApp, X (Twitter) and YouTube) will be another key functionality needed.

- h) The sites will need an interactive events calendar.
- A subscription database for the IRBA newsletter, other publications and distribution lists will have to be maintained on the sites (and this should include subscribe and unsubscribe functionalities).
- j) The websites will have to be developed in Microsoft.Net Framework V4.5, or higher, or an equivalent; and they should be developed using the latest web development languages.
- k) All communication between the main IRBA website and the ERP system will have to be done via a web service and this should consist of the following integration points:
 - RA Search;
 - Firm Search;
 - RA Personal Details Update;
 - Firm Details Update;
 - Annual Renewals;
 - Reportable Irregularities; and
 - Firm Assurance Declarations Submissions.

Additional functionalities to be added in due course will include, but not be limited to, the ability for RAs and firms to generate their own letters of good standing, confirmation of registration and the ability for applicants to submit their application forms and supporting documentation through the website functionality.

- The sites will need to incorporate CAPTCHA on interactive forms, to verify that the user is a human being not a machine.
- m) The main IRBA website should also cater for an online payment facility or portal.
- n) As the sites are accessed from personal computers and mobile devices (smartphones, tablets, etc.), they will need to remain responsive (automatically adjust to various screen sizes), with accessibility and adjusted display for different devices.
- o) For browser compatibility, the sites must be compatible with current versions of the mainstream web browsers, such as Google Chrome, Microsoft Edge, Safari and Firefox.
- p) The main website should have a secure portal where members of IRBA committees can login to access committee documents.
- q) A source code must be provided to the IRBA when the websites go live and/or after major changes to the structure and/or look and feel have been effected. The medium to be used for transferring the source code to be agreed by both parties.

2.3 Website Hosting and Maintenance

Overall, these services should include the following, but not be limited to:

- a) The hosting of the websites.
- b) A minimum of 99% website monthly uptime (24 hours x 7 days a week, excluding scheduled maintenance periods).
- c) The hosting must be done on a high specification dedicated server and be fully redundant, with complete daily backups on all data, software and web pages. This must include the following minimums, but not be limited to:
 - Bandwidth allowance (upgradable) 200GB/month;
 - Uptime and speed 99% uptime, site should load in five seconds or less;
 - Hard disk drive size 1TB;
 - CPU x4;
 - RAM 16GB;
 - Detect and remove malware; and
 - Prevent distributed denial-of-service attacks.
- d) Hosting infrastructure that is fully secure on a fault-tolerant data centre, with firewall protection, and this should include, but not be limited to:
 - Physical server security measures, e.g. controlled access in place;
 - Servers that are protected against power outages or natural disasters;
 - o Installed fire suppression systems; and
 - Installed secured server cabinets.
- e) Disaster recovery and failover services for the websites.
- f) The management of MX records.
- g) Backup and restoration of data.
- h) Maintenance and updating of the content on the websites regularly.
- i) Managing and maintaining the interface between the main website and the ERP system.
- j) Management of the project from commencement to signoff and when the websites go live.
- k) Providing the IRBA management team with useful usage and download statistics, e.g. browsing patterns, website performance, cybersecurity issues and vulnerabilities, data backup status, support calls logged and uptime stats.

- I) A testing mechanism for broken hyperlinks on the sites.
- m) Be able to notify the IRBA immediately when a site goes down.

2.4 Other Deliverables

- a) Successful transfer of the hosted sites.
- b) Transfer and hosting of MX records.
- c) Provide web administrator access and training to IRBA staff.
- d) Future developments and any new design implementation or changes, other than monthly maintenance, must be quoted on an hourly basis and approved before implementation.

3. EVALUATION CRITERIA

3.1 Eligibility Criteria/Mandatory Requirements

A proposal that fails to meet the eligibility criteria/mandatory requirements, as set out in paragraph 16.1 under section A above, will be deemed unacceptable and not be evaluated further in terms of functionality.

3.2 Functional Evaluation Requirements

Proposals will be evaluated against the indicated criteria and points for functionality, as depicted in the tables below. The total points are 100.

The functional evaluation will be based on a threshold, where bidders that fail to achieve an overall minimum of 70 points will not be considered further. Also, it should be noted that a minimum qualifying score per criteria must be met, as set out in the evaluation criteria. Failure to achieve any of the minimum scores will result in a disqualification for further consideration, even if the overall minimum total score has been obtained.

Element	Minimum Points	Maximum Points
Response to the scope of work – Scope of Work (2.1-2.4)	25	30
Implementation plan, costing, timeframes		
Experience of the key staff (project team) in the related area(s) of specialisation (CVs/profiles to be attached)	20	25
Experience in comparative projects performed – bidders must supply	10	15
reference letters from similar projects that are not older than five years		
Assessment of three websites designed/developed by the service provider	15	30
Total Points	70	100

3.2.1	Evaluation Criteria: Response to the Scope of Work	Scoring Points
scope of as well a	er's proposal must indicate their interpretation of the IRBA work and provide a detailed Project Methodology in response, s a detailed Project Plan for the implementation of the project.	Maximum = 30 points Minimum = 25 points, subject to the subminimum achieved in the following: • Project Methodology • Minimum = 15 points • Maximum = 20 points • Project Plan • Maximum = 10 points
A.	 Project Methodology The bidder must provide a detailed methodology on how the project will be rolled out, covering a minimum of the following: Redesign – Look and Feel. The methodology to include, but not be limited to, the platform design, adherence to the IRBA Corporate Identity Framework, modern layout designs and graphic design elements. Website Development. The methodology to include, but not be limited to, the integration of the hosting platform into the IRBA's ERP system; website security improvements; responsive sites with comprehensive search functionalities; chatbot usage; use of CAPTCHA on interactive forms; social media integration; interactive events calendar; subscription database for IRBA publications; online payment facility; accessibility of websites via personal computers and mobile devices; mainstream web browser compatibility; and a secure portal for documents for IRBA committees and access by committee members only. Website Hosting and Maintenance. The methodology to include, but not be limited to, backup and restoration of data; management of MX records; maintenance and update of the content; managing and maintenance of the interface between the main website and the ERP system; and reporting on usage and download statistics. Data migration from the hosted sites and the transfer and hosting of MX records. 	 Detailed methodology covering all 12 requirements = 20 points Detailed methodology only covering the redesign (look and feel); website development; website hosting and maintenance; data migration; methodology and frameworks; tools to be used; stakeholders' needs analysis and specifications; user acceptance testing methodology; implementation phase; and training = 15 points No detailed methodology submitted = 0 points

3.2.1	Evaluation Criteria: Response to the Scope of Work	Scoring Points
	 Methodology and frameworks to be used in the management of the project from commencement to signoff and when the domain goes live, such as the PRINCE2 project management methodology or an equivalent. Tools to be used for the development, support and maintenance of the websites. Stakeholders' need analysis and specifications. Communication plan. Risk management plan. User acceptance testing methodology. Implementation phase. Provision of web administrator access and training to IRBA staff. The quality and reasonableness of the project methodology will be assessed/evaluated; therefore, a detailed project methodology that outlines a minimum of the above is required. 	
В.	 Project Plan The bidder must submit a detailed project plan, covering a minimum of the following: Project workflow (initiation, planning, launch delivery and closing) from contracting to the handover and transition into the support and maintenance phase. Project scoping (redesign/development, hosting and maintenance, and other deliverables). Project processes and output (clear deliverables). Project milestone tracking and monitoring (timelines). The redesign/development should not exceed six months. Various roles and tasks required (project manager and team). The quality and reasonableness of the project plan will be assessed/evaluated; therefore, a detailed project plan that outlines a minimum of the above requirements is needed. 	 Detailed Project Plan covering all requirements stipulated under the Project Plan criteria = 10 points No Project Plan submitted or project plan does not cover all requirements stipulated under the Project Plan criteria = 0 points

3.2.2	Evaluation Criteria: Staff Experience	Scoring Points
Experience area(s) o For bidde experience Manager,	ce of the key staff members (project team) in the related f specialisation (CVs/profiles to be attached) to be indicated. ers to get points, they must submit detailed CVs, with relevant ce, and copies of applicable qualifications for the Project , Graphic Designer and Senior Website Developer.	 Scoring Points Maximum = 25 points Minimum score of 20 points required, subject to the subminimum achieved in the following: Project Manager (10 - 13) Bidders must score a Minimum of 10 points for this evaluation criteria and can obtain a Maximum of 13 points Graphic Designer (5 - 6) Bidders must score a Minimum of 5 points for this evaluation criteria and can obtain a Maximum=of 6 points Senior Website Developer (5 - 6) Bidders must score a Minimum of 5 points for this evaluation criteria and can obtain a Maximum=of 6 points
Α.	 Project Manager The Project Manager must have a minimum of three years' experience in website development and maintenance, as well as the project management of ICT-related projects. <i>Required qualifications</i> Degree/diploma in any ICT qualification. 	 Project Manager has more than five years' relevant experience and the required qualifications = 13 points Project Manager has between three-and five-years' relevant experience and required qualification = 10 points Project Manager has less than three years' relevant experience/No CV provided/No required qualification provided = 0 points
В.	Graphic Designer The Graphic Designer must have a minimum of four years' experience in website graphic designing and the development and management/maintenance of websites. <i>Required qualifications.</i> Degree/diploma in any graphic design qualification or equivalent.	 Graphic Designer has more than four years' relevant experience and the required qualifications = 6 points Graphic Designer has a minimum of four years' relevant experience and the required qualifications = 5 points Graphic Designer has less than four years' relevant experience/No CV

3.2.2	Evaluation Criteria: Staff Experience	Scoring Points
		provided/No required qualification provided = 0 points
С.	 Senior Website Developer The Senior Website Developer must have a minimum of four years' experience in the development and management/ maintenance of websites. <i>Required qualifications</i> Certificates (valid and indicating when they expire and at least two or more of the certificates listed below) in: Python, JavaScript, C++, HTML, PHP, WordPress, Web Design and other accepted languages (CSS and graphic design). Database Administrator Certificates (valid and indicating when they expire, if applicable): Microsoft SQL Server/My SQL and Oracle. 	 Senior Website Developer has more than four years' relevant experience and the required qualifications = 6 points Senior Website Developer has a minimum of four years' relevant experience and the required qualifications = 5 points Senior Website Developer has less than four years' relevant experience/No CV provided/No required qualification provided = 0 points

3.2.3 E	valuation Criteria – References	Scoring Points
	etters for previous similar work performed are required; and not be older than five years.	Maximum = 15 points Minimum = 10 points
tv se se o ha ce n re T	 Reference Letters: The bidder must provide a minimum of wo contactable reference letters for each of the following ervices on each client's official letterhead, where the ervices have been rendered in the past five years: Provision of website redesign/development; Provision of website hosting; and Provision of website maintenance and/or support. One reference letter can include more than one service that has been provided. Each reference letter submitted must be dated, signed and contain the contact person(s) and their details (phone numbers/email addresses); when the services were endered; and clear details of the services rendered. 	 Three positive, written and contactable client references for each of the following services, on a referee's letterhead = 15 points Website redesign/development; Website hosting; and Maintenance and/or support. Two positive, written and contactable client references for each of the following services, on a referee's letterhead = 10 points Website redesign/development; Methydathereform and contactable client references for each of the following services, on a referee's letterhead = 10 points Website redesign/development; Website hosting; Maintenance and/or support. One or no positive, written and contactable client references for each

of the following services, on a
referee's letterhead = 0
 Website redesign/development;
 Website hosting;
 Maintenance and/or support.

3.2.4 Evaluation Criteria – Qualitative Review of Websites	Scoring Points
Assessment of three websites designed/developed by the	Maximum = 30 points
bidder, implemented as per the scope of work.	Minimum = 15 points
Qualitative assessment of three websites designed/developed and maintained as per the scope of work. The websites shall be evaluated based on the following requirements: • Look and feel; • Ease of navigation; and • Website functionality. The bidder must submit at least three links for websites they have designed/developed. The links must be accessible for the IRBA's review and should exclude intranets and mobile apps. The bidder must ensure that these are not offline or under maintenance, and that security certificates are in place and not expired. Three of the submitted websites must individually comply with at least five of the 10 guidelines listed below. • Simple home page design that delivers a few basic details, such as: What will this website do for you? What kind of information are we giving the reader? What do we want them to do? Also, a single call-to-action on the home page, to give the reader clear direction, a question/statement with an "enter here" or "start here" button. • Use of hover animations to bring people to sections that will be of most interest to them, to cut down the number of menu headings. • Clear, uncluttered information for the visitor –	 Three websites designed/developed by the bidder, with each complying with all of the 10 guidelines = 30 points Three websites designed/developed by the bidder, with each complying with at least five of the 10 guidelines = 15 points Three websites designed/developed by the bidder, with only two of those complying with at least five of the 10 guidelines; or less than three websites submitted = 0 points

	direct the user to the right types of menus they would be
	interested in versus having every menu available on the
	front page.
•	Search assistant, chatbot capability on which the user can
	post a question and the website gives the relevant
	responses.
•	Consistent use of brand colours; show how you used the
	client's brand palette to bring the website to life in a way
	that is consistent with the brand and made the website
	distinctive to that brand.
•	Consistent fonts and sizes. Show examples where the
	fonts match the client's brand guide.
•	Use of photos, especially the images of people, on the
	home page (examples with 50/50 images and text).
•	Examples of website integrations with ERP systems.
•	Ease of chatbots use.

SUPPORTIVE INFORMATION

The information provided under this section must support the bidder's bid. The forms provided herein below may be reproduced and the information typed in.

Table A: Details of the Individual Assigned Team Members

Name	Position	Qualification	Relevant Experience

Table B: Relevant Previously Completed Projects

In the table below, list a minimum of three previously completed projects (preferably, provide a detailed company profile, specifying the information mentioned below), as per the Functionality Evaluation Criteria 3.2.3 of this RFT. It will be helpful if the websites you include are projects that showcase all the services (website redesign/development, hosting and maintenance) that the IRBA requires for this bid.

Project Description/Name	Client Contact Name	Client Email Address & Contact Number	Project Start Date	Project Completion Date

NOTE: The IRBA undertakes to keep the information provided confidential and to use it solely for the purpose of evaluating the bidder's proposal in respect of the provision of the website-related services set out in this document.

DECLARATION OF INDEPENDENCE FROM THE AUDITING PROFESSION

1. Purpose of the Form

The Independent Regulatory Board for Auditors is a statutory body established in terms of Section 3 of the Auditing Profession Act 26 of 2005, as amended (the Act). It maintains independence from the registered auditors it regulates. As such, no bids will be considered from any entity or person that is regulated by the IRBA, including network firms, as defined in the IRBA Code of Professional Conduct for Registered Auditors.

Thus, any bidder with any direct or indirect financial or personal ties to an auditor or an audit firm regulated by the IRBA will be deemed ineligible to participate in the bidding process. So, bidders are required to declare and confirm that they are independent of the auditing profession in that:

- They are not employed by an audit firm and/or a network firm; and
- They do not share, directly or indirectly, in any profits or interests of a registered auditor, an audit firm and/or any person related to a registered auditor and/or an audit firm.

To this end, all bidders are required to make this declaration in respect of the details required hereunder.

2. Bidder's Declaration

By appending their signature herein below, the bidder declares and confirms that they are independent of the auditing profession in that:

- They are not employed by an audit firm and/or a network firm, as defined in the IRBA Code of Professional Conduct for Registered Auditors.
- They do not share, directly or indirectly, in any profits or interests of a registered auditor, an audit firm and/or any person related to a registered auditor and/or an audit firm.

The bidder understands that any misrepresentation of their independence will result in a disqualification from the bidding process.

Entity Name	Date
Name	Position

FINANCIAL PROPOSAL

- The bidder must complete the following Pricing Proposal and attached SDB 3.3 form.
- The price must be fixed for all categories and inclusive of the yearly increases, where applicable.
- Bidders must complete and submit the compulsory Pricing Proposal **as defined below** without changing the structure. Failure to complete it in the prescribed manner and with unauthenticated alterations will result in the disgualification of the bid.
- The Pricing Proposal sheet must be submitted in a separate sealed envelope, at the time of submitting the bid response, as a Returnable Schedule.
- All pricing proposals must be inclusive of value-added tax (VAT) and set out as follows:

(1) Fixed Once-off Costs			
Total Cost, excl. VAT			

(2) Total – Maintenance of Websites				
Item	Estimated	Rate/Hour,	Total Cost,	
	No. of Hours	excl. VAT	excl. VAT	
Maintenance of websites – 20 hours/month – Year 1	240			
Maintenance of websites – 20 hours/month – Year 2	240			
Maintenance of websites – 20 hours/month – Year 3	240			
Maintenance of websites – 20 hours/month – Year 4	240			
Maintenance of websites – 20 hours/month – Year 5	240			
(2) Total Costs for the Maintenance of Websites for Five Years, excl. VAT				
VAT @ 15%				
(2) Total Costs for the Maintenance of Websites for Five Years, incl. VAT				

All hours quoted above are for evaluation purposes only and are by no means a commitment from the IRBA.

The execution of this contract will be governed by the rate per hour quoted and the actual hours required for the support and maintenance of the system, as agreed between the IRBA and the service provider.

(3) Total – Hosting of Websites				
Item	Monthly Cost, excl. VAT	Total Cost, excl. VAT		
Hosting of websites, security, backup/MX records – Year 1				
Hosting of websites, security, backup/MX records – Year 2				
Hosting of websites, security, backup/MX records – Year 3				
Hosting of websites, security, backup/MX records – Year 4				
Hosting of websites, security, backup/MX records – Year 5				
(3) Total Costs for the Hosting of Websit				
(3) Total Costs for the Hosting of Websit				

(4) Other Costs			
Website developments, any new design implementation or	Estimated	Rate/Hour,	Total Cost,
changes other than the monthly maintenance, as and when	No. of Hours	excl. VAT	excl. VAT
required			
Ad-hoc normal rate/hour – Year 1	50		
Ad-hoc normal rate/hour – Year 2	50		
Ad-hoc normal rate/hour – Year 3	50		
Ad-hoc normal rate/hour – Year 4	50		
Ad-hoc normal rate/hour – Year 5	50		
Ad-hoc after-hours rate/hour – Year 1	50		
Ad-hoc after-hours rate/hour – Year 2	50		
Ad-hoc after-hours rate/hour – Year 3	50		
Ad-hoc after-hours rate/hour – Year 4	50		
Ad-hoc after-hours rate/hour – Year 5	50		
(4) Total Other Costs for Five Years, excl. VAT			
VAT @ 15%			
(4) Total Other Costs for Five Years, incl. VAT			

All hours quoted above are for evaluation purposes only and are by no means a commitment from the IRBA.

The execution of this contract will be governed by the rate per hour quoted and the actual hours required for website developments, any new design implementation or changes other than the monthly maintenance, as and when required, as agreed between the IRBA and the service provider.

Summary of the Total Bid Price			
Item	Total Cost, excl. VAT		
(1) Total fixed, once-off costs			
(2) Total costs for the maintenance of websites for five years			
(3) Total costs for the hosting of websites for five years			
(4) Total other costs (Website developments, any new design implementation or changes other than the monthly maintenance, as and when required) for five years			
TOTAL COSTS FOR FIVE YEARS, EXCL. VAT			
VAT at 15%			
TOTAL COSTS FOR FIVE YEARS, INCL. VAT			

COMPLIANCE WITH PERSONAL INFORMATION PROCESSING LAWS

The Protection of Personal Information Act 4 of 2013 (POPIA) restricts the processing of personal information to circumstances that are lawful, legitimate, responsible and that comply with the provisions of the POPIA.

The IRBA will have to process certain personal information, which is owned or held by bidders; and thus, in order to comply with the POPIA, the IRBA must provide bidders, whose personal information is processed, with a number of details pertaining to such processing, prior to the information being processed, which details are housed under the IRBA Procurement Processing Notice found on the IRBA website (<u>https://www.irba.co.za/library/popi-act</u>). You are requested to download and read the Notice. Please note that most of your personal information, which we will be processing, is required for lawful purposes and, as a result, your consent to process will not be required. Where we do, however, require your consent, which is indicated in the Notice, the handing over of such personal information to the IRBA will be viewed as consent to the IRBA's processing of such personal information.

Where the IRBA's personal information is provided for processing, the IRBA consents to the processing thereof, provided that you or any other recipient who processes it undertakes to process all and any such personal information strictly in compliance with the POPIA, and subject further that where the IRBA's personal information is not processed in accordance with the POPIA, then the person handling such information indemnifies and holds the IRBA and/or any third parties that may be or will be affected by such non-compliance harmless against all and any liabilities, loss or damages, including pecuniary, non-pecuniary and/or aggravated damages, which the IRBA or any data subject or other person may incur in consequence of such non-compliance, such person (who is processing the personal information) agreeing to pay to the IRBA and/or any affected data subject/s or third party/ies all and any such damages which they may have incurred as a result of such non-compliance, on demand, and NO LIMITATION OF LIABILITY CLAUSES housed under this document or elsewhere WILL UNDER ANY CIRCUMSTANCES LIMIT THE ABOVEMENTIONED DAMAGES.

Where the IRBA provides personal information to you in terms of this document and you are tasked with processing it on behalf of the IRBA in your capacity as an "Operator", as defined under the POPIA, then in such case, the provisions set out under the IRBA standard "Operator Agreement/Addendum" found on the IRBA website will apply to such processing, which terms will be incorporated into and read together with this document.

Homepage	Consists of press releases, general news items, latest guidance to auditors as well as links to various other pages.			
	Header Links			
	Events			
	Fraud Prevention			
	Whistleblowing			
	Manual of Information			
	MAFR			
	Login	Registered Auditor	Login function for Registered Auditors	Dashboard Reset password
			Function integrates into the ERP	Update individual details
				Update firm details
				Annual Renewal
				Reportable
				Irregularities
				Assurance Work
		Committee Calendar	Document Library &	
			Meetings Calendar	
			Login function for	
			Committee Members	
	About Us	statutory committees, B-B procurement process. Gui	e functions of the IRBA, its E BEE certificate, privacy state dance on how to log a comp t and privacy statement are a	ment and its laint, the corporate
	What is the IDDA2			
	What is the IRBA?	Board Members (photos and information)		
		Leadership and Staff (photos and information)		
		Statutory Committees		
	Contact Details			

	T	I	Γ	I
	What We Do			
	Work For Us			
	Corporate Social			
	Responsibility			
	Procurement			
	BEE Certificate			
	How to Lodge a			
	Complaint			
	Privacy Statement			
	Guidance for RAs	Landing page with photos	and links to sections.	L
	Disciplinary Rules	Auditing Profession Act		
	A landing page with	(Act 26 of 2005)		
	photos and links to all	Disciplinary Rules		
	the sections	Rules regarding		
		Improper Conduct		
		Policy regarding		
		Postponements		
	Inspections	Administration		
		Communications		
		The Act and Manual of		
		Information		
		Reports		
		Relevant Links		
		IRBA News Articles		
	Technical Guidance	A landing page with photos	s and links to sections. This	part contains
		extensive information on a	uditing standards and guides	S.
		Professional Scepticism		
		Auditing Standards and	Suite of Quality	The Quality
		Guides	Management Standards –	Management (QM)
		A landing page with	a landing page with	Standards
		photos and links to	photos and links to	Introduction to QM
		sections	sections	Standards
				QM Implementation
				Materials
L				

			QM News and Events
			SAICA
		The New and Revised Auditor Reporting Standards – a landing page with photos and links to sections	The New and Revised Reporting Standards Communiques KAM on a Page Questions and Answers Digital Media Resources, Magazine Articles and Slides IAASB's Dedicated Webpage, Including Toolkits SAICA
		Handbooks of International Standards	
		South African Standards and Practice Statements	
		Guides and Circulars for Auditors	
		Status of Pronouncements, Due Process Policy and Adoptions of the Standards	
		Committee for Auditing Standards and Strategy	
	Industry Specific Guides, Regulatory Reports	A landing page with links an section	nd photos to each
		JSE-Related Engagements	

		Demonstra to the Devidential
		Reports to the Prudential
		Authority and the
		Exchange Control
		Department
		Legal Practitioners Trust
		Account Engagements
		Medical Scheme
		Engagements
		Estate Agents Trust
		Account Reports
		Retirement Fund Reports
		S19(3) FAIS Report and
		FAIS Audit Guide
		Insurance Reports
		Report to Strate
		National Credit Regulator
		(NCR) Guide and Report
		S12i Tax Incentive
		Programme Report
		Automotive Production
		and Development
		Programme (APDP)
		Reports
		Enterprise Investment
		Programme:
		Manufacturing
		Investment Programme
		or Tourism Support
		Programme Reports
		Fresh Produce Agents
	Small and Medium-size	
	Practices	
	Staff Practice Alerts	IFRS 9 & ISA 720
		Fraud
	Public Sector	
L		

	Other Assurance	A landing page with links and photos to each section
		Assurance on Integrated Reports Assurance on Sustainability Reports
		Assurance on B-BBEE Verification Engagements
	Exposure Drafts & Comment Letters	
	Transparency Report and Audit Quality Indicators	
	Technology	
Reportable Irregularities		
Education & Transformation	A landing page with photo	s and links to each section.
	Continuing Professional Development (CPD) Audit Development Programme	
	Accreditation	
General Guidance		s and links to each section.
Ethics: The Rules & the Code	A landing page with photos and links to each section	
	The Rules & the Code Committee for Auditor Ethics	
	NOCLAR Ethics Communications	
	Useful Links	

Library	This section contains newsletters, annual publications, legislation, videos, photos and podcasts. The newsletters are available in PDF and eBook formats.		
IRBA News			
Integrated Reports			
Strategic Plan			
Legislation			
Manual of Information			
Video Gallery			
Photo Gallery			
Podcasts			
POPI Act			
Become an RA			
Link to www.irbalearning.co.za			
Find an RA	This function allows the public to search for active registered auditors or firms by IRBA number, name, or in a particular area. This function integrates into the ERP.		
Registry	This section displays information on the registration of an RA and audit firm.		
Profile Updates			
Annual Renewals			
Registration	Changing the Registration Status and Assurance Individual Registration Process and Forms		
	Firm Registration Process and Forms Documents and		
	Processes Prescribed Additional integrative processes to be added in due course will include the generation of		

		lottors of good standing		
		letters of good standing		
		by RAs and firms, and		
		the submission of		
		application forms for		
		registration plus		
		supporting		
		documentation through		
		the website.		
	News & events	This section displays a col	lection of communication iss	ued by the IRBA.
	General News			
	Press Releases			
	Communiques			
	Events			
	Calendars for	A secure Document Librar	y and Committee Calendar th	nat allows committee
	Committees	members to login and view the necessary documents.		
	APAA Implementation			
	Information			
Footer	Links to these sections:			
	About Us			
	Guidance to RAs			
	Library			
	Become an RA			
	Find an RA			
	Registry			
	News & Events			

CURRENT LAYOUT OF THE IRBA LEARNING SITE

Homepage	The homepage contains a photo gallery of candidates who have completed the ADP, as well as links to news, publications, events and a "Did you know" section.				
		eader			
	About Us	This section includes information on the functions of the IRBA, its Board and			
		leadership.			
		Who We Are	Board Members (photos and information)		
			Leadership (photos and information)		
		What We Do			
	What is an RA	This section provides information	on the RA qualification and path to become an		
		RA.			
		The RA Qualification			
		The RA Path			
		Learners			
		Students			
		Trainees			
		Registered Candidate Auditor			
	The ADP	The ADP section has vital information	tion and guidance on the programme.		
		What is the ADP			
		ADP Reloaded – Phase One			
		ADP Digital Learning Content			
		Registration as an RCA			
		ADP Graduates			
	IRBA Website	Link to the IRBA website.			
	Library	The library section contains ne	ewsletters, legislation, videos, photos and		
		podcasts.			
		Publications			
		Legislation			
		Video Gallery			
		Photo Gallery			
		POPI Act			
	News & Events	This section contains news, event	s and a discussion forum.		

	News	
	Events	
	Discussion Forums	
Contact		
Footer	Links to several pages.	
Social Media		
Shortcut links	The RA Qualification	
	The RA Path	
	Learners	
	Students	
	Trainees	
	What is the ADP	
	News	
	Legislation	
About an RA	Become an RA	