

**ZA DOMAIN NAME AUTHORITY
REQUEST FOR QUOTATION (RFQ)**

FOR THE PROVISIONING OF BUSINESS ANALYST SERVICES

RFP Number: RFQZA2024/03

RFP Number	RFQZA2024/03
Issue Date	03 MAY 2024
RFP Scope	Provisioning of Business Analyst (BA)
Non-compulsory Briefing Session	N/A
Closing date for submission	10 MAY 2024
Physical Address	72 New Road, Glen Austin AH, Midrand, 1685
Enquiries	ZADNA Finance Email: zadnafinance@zadna.org.za

1. INTRODUCTION

This Request for Quotation (RFQ) document solicits proposals from qualified service providers to provide Business Analyst services in accordance with the specified requirements outlined below for the .ZA Domain Name Authority.

2. ROLE AND OBJECTIVES OF BUSINESS ANALYST

The Business Analyst will be responsible for assessing and documenting organisational needs, gathering, and analysing requirements, and communicating business requirements and functional specifications for implementing solutions. They analyse client operations, identify improvement opportunities, and develop detailed requirements for new systems or enhancements. Additionally, they lead business process engineering projects, recommend process changes, and perform strategic analysis to support decision-making. The Business Analyst ensures project scoping and planning, collaborates with stakeholders, and provides ongoing support and training. Their role encompasses facilitating effective communication, driving process improvement, and delivering solutions aligned with business objectives.

3. SCOPE OF WORK

The scope of work for the Business Analyst services encompasses the following key tasks and responsibilities.

3.1 Assessment and Documentation of Departmental Needs:

- 3.1.1 Gather, analyse, document, and manage changes related to departmental needs.
- 3.1.2 Utilise a structured requirements process to identify business priorities.
- 3.1.3 Provide advisory support on available options based on assessment outcomes.

3.2 Development and Communication of Business Requirements:

- 3.2.1 Develop, write, and communicate clear and comprehensive business requirements.
- 3.2.2 Formulate functional specifications necessary for implementing business solutions.

3.3 Analysis of Client Operations:

- 3.3.1 Analyze client operations to discern strengths, weaknesses, and improvement opportunities.
- 3.3.2 Provide insights and recommendations based on the analysis to enhance operational efficiency.

3.4 Feasibility Analysis and Requirements Development:

- 3.4.1 Assess the feasibility of new systems and enhancements to existing systems.
- 3.4.2 Develop detailed requirements, ensuring alignment with user needs and system design.

3.5 Business Process Engineering and Improvement:

- 3.5.1 Plan, organize, and conduct business process engineering/improvement projects.
- 3.5.2 Lead or participate in management reviews to identify areas for process enhancement.

3.6 Business Process Analysis:

- 3.6.1 Perform thorough business process analysis.
- 3.6.2 Compare current processes with established management systems to identify gaps and areas for improvement.

3.7 Process and Configuration Changes:

- 3.7.1 Recommend and implement process and configuration changes.
- 3.7.2 Ensure changes align with operational functions and management systems.

3.8 Strategic Business Analysis:

- 3.8.1 Conduct strategic business analysis to support decision-making processes.
- 3.8.2 Provide insights and recommendations for strategic improvements based on analysis outcomes.

3.9 Project Scoping and Planning:

- 3.9.1 Analyze project scopes, plans, and allocated activities.
- 3.9.2 Ensure understanding of project requirements and objectives.

4. CONTRACT DURATION

The contract's duration is anticipated to run for one (1) fiscal year, commencing for the 2024/2025 financial period.

5. SKILLS REQUIRED ON THE PROFESSIONAL

5.1. Analytical Skills: Ability to critically analyse complex data, identify trends, and draw meaningful insights to inform decision-making.

5.2. Communication Skills: Effective verbal and written communication skills to articulate requirements, facilitate meetings, and collaborate with stakeholders at all levels.

5.3. Problem-Solving Skills: Capacity to identify business problems, propose innovative solutions, and resolve issues in a timely manner.

5.4. Technical Skills: Proficiency in using various tools and technologies relevant to business analysis, such as data analysis tools, project management software, and modelling techniques.

5.5. Requirements Management: Ability to gather, document, and manage business requirements throughout the project lifecycle, ensuring alignment with stakeholder needs and project objectives.

5.6. Process Modeling: Familiarity with process modelling techniques like BPMN (Business Process Model and Notation) to visualise and analyse business processes.

5.7. Collaboration and Stakeholder Management: Strong interpersonal skills to build relationships, negotiate priorities, and work collaboratively with cross-functional teams and stakeholders.

5.8. Technical Skills: Proficiency in using various tools and technologies relevant to business analysis, such as data analysis tools, project management software, and modelling techniques.

5.9. Critical Thinking: Capacity to think critically and strategically, evaluate alternative solutions, and make data-driven decisions that drive business outcomes.

5.10. Attention to Detail: Ability to pay close attention to detail when analyzing requirements, documenting processes, and identifying potential risks or gaps.

5.11. Adaptability: Flexibility to adapt to changing project requirements, business needs, and evolving technologies in a dynamic environment.

5.12. Time Management: Strong organisational and time management skills to prioritise tasks, meet deadlines, and manage multiple projects simultaneously.

5.13. Domain Knowledge: Understanding of the specific industry or domain in which the business operates, including relevant regulations, standards, and best practices.

5.14. Leadership Skills: Ability to lead and influence stakeholders, drive consensus, and inspire teams to achieve project goals and objectives.

6. REQUESTED DOCUMENTS

- 6.1. CIPC registration documents.
- 6.2. Tax Compliance certificate/Pin.
- 6.3. BEE Certificate / Affidavit.
- 6.4. Detailed Company profile.
- 6.5. Three contactable references in the same scope of work.
- 6.6. Pricing Schedule
- 6.7. Declaration of Interest for Key Management in the organization.

7. EVALUATION

The RFQ will be evaluated per the ZADNA procurement policy.

8. CONFLICTS OF INTEREST

Professional service providers are required to comment on any potential conflicts of interest arising out of other assignments or conflicting involvement in other assignments that may impair their independence.

9. CONFIDENTIALITY

- 9.1. The Consultant agrees to keep confidential all information that they receive, directly or indirectly, from the Authority or any other stakeholder, as well as all copies or analyses that they make or have been made by third parties based on such information (collectively, the Material).
- 9.2. The Consultant shall use the Material exclusively to prepare deliverables relevant to this assignment. Confidentiality obligations shall not apply to information in the public domain.
- 9.3. The Consultant shall only permit access to the Material to people within their organisations on a need-to-know basis.
- 9.4. The Consultant agrees that the Material will remain the property of ZADNA and cannot be used anywhere outside of the scope of this project.

Submissions should be emailed to zadnafinance@zadna.org.za and info@zadna.org.za no later than Friday, May 10th, 2024. Submitted documents should be bound together electronically and in PDF format. No late submissions will be considered.

Enquiries should be directed to Ms Kedibone Mpholeng (Executive Manager Finance) at telephone number 010 020 3910 or the email addresses.