

REQUEST FOR PROPOSALS (RFP)

CONTRACT NUMBER: SAGC-ICT 01-08/2022

APPOINTMENT OF A SPECIALIST SERVICE PROVIDER FOR THE PROVISION OF THE INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SUPPORT AND MAINTENANCE SERVICES ON AN AS AND WHEN REQUIRED BASIS FOR THE PERIOD FROM DATE OF AWARD UNTIL 31 MARCH 2024

TABLE OF CONTENTS

1. Purpose
2. Minimum Requirements
3. General Criteria
4. Mandatory requirements for evaluation
 - 4.1 Bid Evaluation Form: General Acceptability
5. Background
 - 5.1 Objective of the Request for Proposal (RFP)
 - 5.2 SAGC Current ICT Landscape
6. General Conditions
 - 6.1 Procurement 80/20 Preference Point System
 - 6.2 Score Card Points
 - 6.3 Allocation of total number of Points
7. Scope of Work and Deliverables
 - 7.1 Infrastructure Services
 - 7.2 Software Support
 - 7.3 Other ICT Related Services
8. Service Level Agreement
9. Duration
10. General Conditions of Contract
11. Pricing Schedule
12. Declaration of Interest
13. Certificate of Independent Bid Determination
14. Non-Collusion Form

CONTRACT NUMBER: SAGC-ICT 01-08/2022

APPOINTMENT OF A SPECIALIST SERVICE PROVIDER FOR THE PROVISION OF THE INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SUPPORT AND MAINTENANCE SERVICES ON AN AS AND WHEN REQUIRED BASIS FOR THE PERIOD FROM DATE OF AWARD UNTIL 31 MARCH 2024

Name of Bidder				
Postal Address				
Physical Address				
Telephone Number	Code		Number	
Cellphone Number				
E-mail Address				
VAT Registration Number				
Tax Compliance Status	TCS PIN			

Opening Date: 12 November 2021 at 09:00

Closing Date: 29 November 2021 at 11:00

Office hours are 09:00 to 14:00 (for hand deliveries)

1. PURPOSE

This is a request for a proposal to identify and appoint a specialist service provider for the supply of services of the Information and Communication Technology support and maintenance services on an as and when required basis for the period from date of appointment until 31 March 2024.

2. MINIMUM REQUIREMENTS

The bidder to be recommended for appointment must have a minimum of five (5) years' experience of rendering ICT support and maintenance.

The bidder to have minimum of five (5) years registration with the Companies and Intellectual Property Commission (CIPC).

3. GENERAL CRITERIA

The mandatory tender evaluation will be based on the following methodology. All bidders scoring a zero in any of the aspects below or a total score of less than an 8 out of possible 10 points will be disqualified.

Evaluation aspect	2 Points minimum requirement	1 Point minimum requirement	0 Points score
Company registration with the CIPC and office (lease or owned) (Proof thereof will be required before the award)	Office (Lease or owned) More than 5 years registered with the CIPC.	Office (Lease or Owned) 5 years registered with the CIPC.	DISQUALIFICATION: Company registered with the CIPC less than 5 years.
Staffing profile	Project Leader X1 National Diploma in IT/Computer Studies <i>(And Project Management qualification an added advantage).</i> More than five (6) years with project management of IT related function.	Project Leader X1 National Diploma in IT/Computer Studies <i>(And Project Management qualification an added advantage).</i> Minimum of five (5) years with project management of IT related function.	DISQUALIFICATION; No staff indicated/ Staff listed is not adequate for criteria
	IT Technician X1 or 2 A+ certificate N+ certificate More than five (5) years with the ICT support and maintenance experience	IT Technician X1 or 2 A+ certificate N+ certificate Minimum of five (5) years with the ICT support and maintenance experience	
Financial Position - Bank Rating Letter	A banking rating letter score of A or B	A banking rating letter score of C	DISQUALIFICATION: A banking rating letter score below C scoring
Relevant Previous Company Experience	Bidder listed more experience of ICT support and maintenance more than 5 projects	Bidder listed more experience of ICT support and maintenance of 3 to 5 projects	DISQUALIFICATION: No reference listed/irrelevant experience listed

4. MANDATORY REQUIREMENTS FOR EVALUATION:

- a. Company registration with the CIPC and office (lease or owned):
 - i. Proof of physical address not older than three months; and
 - ii. Valid proof of ownership/shareholders certificate;
- b. Staffing: Project Leader X1
 - i. Detailed CV with proof of qualification(s);
 - ii. Minimum of five (5) years' experience with the ICT support and maintenance.
- c. Staffing: IT Technicians X1 or 2
 - i. Detailed CV with proof of qualification(s);
 - ii. Minimum of five (5) years' experience with the ICT support and maintenance.
- d. Company experience of ICT support and maintenance (provide reference letters of three (3) ICT support and maintenance projects with contact details and project specifications);
- e. Original/Certified B-BBEE certificate or sworn affidavit (**NOT a COPY**).
- f. Original Tax clearance certificate (**NOT a COPY**).
- g. Organogram, personnel complement (CVs and Certificates **certified**); and
- h. A Bank recommendation letter to support this proposal. The Rating is per the following table and a rating no lower than 'C' is required.

A-	undoubted / excellent
B-	good for amount quoted
C-	average/ good if strictly in the line of business
D-	fair trade risk
E-	figure considered too high
F-	financial position unknown
G-	paper occasionally dishonoured
H-	paper frequently dishonoured

“A” to “C” rating is generally acceptable.

4.1 BID EVALUATION FORM: GENERAL ACCEPTABILITY

The RFP requires that the bidder must have a “Y” (Yes) in the first two columns after the bidding entity’s name and must have a minimum of 8 out of 10 points in the next five columns in order to be considered capable to execute the works. If this is not the case, the bid shall be rejected. If any criteria were rated as zero, the bid shall also be rejected, even if the required 8 out of 10 points are achieved.

	BIDDING ENTITY	COMPLIANCE WITH TENDER CONDITIONS	VALID TAX CLEARANCE CERTIFICATE	B-B BEE CERTIFICATE / SWORN AFFIDAVIT	BIDDER REGISTRATION WITH THE CIPC	FINANCIAL POSITION	PREVIOUS EXPERIENCE	PROJECT LEADER	IT TECHNICIANS (X2)	TOTAL	ACCEPT (A) OR REJECT (R)
	Weighting	Y/N	Y/N	Y/N	2	2	2	2	2	10	See notes
1											
2											

5. BACKGROUND

The South African Geomatics Council (SAGC) is established in terms of the Geomatics Profession Act, Act No. 19 of 2013. The SAGC regulates the Geomatics profession in South Africa by setting, instilling, and enforcing ethical and professional standards as a statutory body.

SAGC office address:

Office 3, South Building 2, Bruma Boulevard, 20 Zulberg Close, Bruma, Johannesburg.

Contact Person, Mr. Lionel Adams – Technical Specifications

Email: lionel@sagc.org.za Tel: 011 626 1040/1080

5.1 Objective of the Request for Proposal (RFP):

This RFP is intended to meet the following objectives as far as SAGC’s ICT services’ vision is concerned:

- a) Ensure that ICT services are aligned to the SAGC’s mandate;
- b) Minimize expenditure costs by coordinating all the ICT projects and activities in a structured manner;
- c) Manage all ICT service providers and systems; and
- d) Quote and source or assist with the procurement of ICT hardware & software when needed, in line with SAGC procurement policies.

In addition, the application of the Information Technology Infrastructure Library service management practices and capability of providing services such as software application and hardware hosting is key.

5.2 SAGC Current ICT Landscape

This section describes the current IT infrastructure, IT organization and IT application environment within the SAGC.

The SAGC current ICT infrastructure and systems supports about 6 staff across the organization and may grow to about 8.

The table below outlines the current infrastructure that the SAGC is operating with.

Currently the SAGC has no service provider in place.

IT Infrastructure	Description
Network / Connectivity	LAN and WAN, VPN, Fiber, LTE modems, VoIP
Hardware	Server, Dell & Hp Laptops, Peplink, printers, IP Security Camera, VoIP System, Projector, UPS
Software	Microsoft Office 365 and OneDrive, Email, Office 2003 Access, Windows 2010 operating system, SARS E@syFile, Zoom
IT Security	Eset - Endpoint Security and File Security

Table 1-1: Current ICT Infrastructure

Core IT Application	Description
Database	Office 2003 Access
SAGE Partner 50c	Accounting Program
SAGE Payroll	HR & Payroll System
Vast	IP Security Camera system
Microsoft OneDrive	File server and Backup
SARS E@sy File	SARS IRP 5 Reconciliation and summations

Table 1-2: Current IT Applications

SAGC Office Operations	Users / computers
Registrar	1
PA to the Registrar	1
Registrations	1
Assistant Registrations	1
Finance	2

Table 1-3: SAGC Office

6. GENERAL CONDITIONS

The following preference point systems are applicable to all bids:

- The 80/20 system for requirements with a Rand value of up to R50 000 000 (Fifty Million Rand) (all applicable taxes included); and
- The 90/10 system for requirements with a Rand value above R50 000 000 (Fifty Million Rand) (all applicable taxes included).

The value of this bid is estimated not to exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 system shall be applicable.

Preference points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contribution.

The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTION	20
Total points for Price and B-BBEE must not exceed	100

Failure on the part of a bidder to fill in and/or to sign this form and submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS) or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or an Accounting Officer as contemplated in the Close Corporation Act (CCA) together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

6.1 Procurement 80/20 Preference Point System

The 80/20 preference point system for acquisition of services, works or goods up to Rand value of R500 000 (five hundred thousands):

- (a)(i) The following formula must be used to calculate the points for price in respect of tenders (including price quotation) with a rand value equal to, or above R 30 000 and up to Rand value of R 500 000 (all applicable taxes included):

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for comparative price of tender or offer under consideration;

P_t = Comparative price of tender or offer under consideration; and

P_{\min} = Comparative price of lowest acceptable tender or offer.

Table: Formulae for calculating the value of A

Formula	Comparison aimed at achieving	Option 1 ^a	Option 2 ^a
1	Highest price or discount	$A = (1 + \frac{P - P_m}{P_m})$	$A = P / P_m$
2	Lowest price or percentage commission/fee	$A = (1 - \frac{P - P_m}{P_m})$	$A = P_m / P$
^a P _m is the comparative offer of the most favourable tender offer. P is the comparative offer of tender offer under consideration.			

6.2 Score Card points

Points to be awarded to a bidder for attaining the B-BBEE status level of contributor in accordance with the table below:

B-BBEE status level of Contributor	Number of points: 80/20
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

6.3 Allocation of total number of points

EME = Exempt Micro Enterprise – Turnover < R 10m/annum

QSE = Qualifying Small Enterprise – Turnover > R10m <R 50m/annum

GENERIC = Turnover > R50m/annum.

7. SCOPE OF WORK AND DELIVERABLES

The successful bidder will be required to provide the SAGC with technical and functional support relating to the ICT environment (e.g. hardware, server systems, network, desktop/laptop support, printer support, software applications – Microsoft, Sage (*Pastel and Payroll*), Windows, etc.) and the purchasing of hardware and software in relation to the support and maintenance.

The successful bidder will provide support in the form of qualified and experienced team to render services as and when required. Any replacement of a resource should possess similar or better experience and qualifications.

The support services will include to mention a critical few, the monitoring of the ICT related systems, applications, and proactive fixing of system errors within 4 to 8 working hours from notification, this will also include for example maintaining patches on desktop and server systems, risk findings, maintaining backups and ensure testing of such backups, etc. The ICT Service Provider will be required to provide dedicated qualified and experienced ICT resources to support the business and ensure the provision of the following services:

7.1 INFRASTRUCTURE SERVICES: NETWORK & DESKTOP/LAPTOP SUPPORT

- Provide basic support for the LAN/VPN and/or WAN components. This will include moves and changes with the wired network, and implementing, managing, and supporting a Wi-Fi network. All major cabling requirements will be outsourced to a cabling company but configuring LAN switches and basic cabling will be managed through ICT support team. Any site-to-site VPN;
- Incident and / or service desk management;
- Onsite and remote desktop / network support (switches, routers, access points etc.);
- User account management (both network: Active Directory and Application Systems);
- IT security management (patch management, Anti-Virus, firewall, VPN and related);
- Maintain backups of on-site servers and data to a separate physical location and by Cloud (OneDrive). This must include daily weekly and monthly backups of all the Critical In-house Server management;
- Liaise with all ICT service providers on all queries or requirements regarding the Operating System (exchange server, application server, domain controller, SQL server Anti-Virus);
- Connectivity: manage and log all calls with service provider and manage resolution; and
- Telephone management (VOIP and PABX).

7.2 SOFTWARE SUPPORT

- Provide support on all the major desktop software, OS and applications. This includes management of updates and anti-virus applications to ensure that the SAGC software environment remains fully operational and as trouble free as possible.

7.3 OTHER ICT RELATED SERVICES

- Conduct business & system analysis and provide recommendations for new projects and improvements on the existing projects and infrastructure;
- Providing overall IT management reports to the SAGC Executives as and when required;
- Representative of ICT support on behalf of the SAGC and provide ICT advise as and when required;
- Drive and facilitate for the SAGC ICT good governance structures/committees;
- Review service providers performance and make recommendations;
- Provide specifications for goods and services required in the ICT environment as and when required; and
- Review supplier contracts before they come to an end and assist with developing specifications and streamlining the services.

8. SERVICE LEVEL AGREEMENT

A Service Level Agreement (SLA) will be signed with the recommended bidder prior to commencement of the work.

9. DURATION

The contract period will be from the date of appointment until 31 March 2024.

The contract will be reviewed annually (or by the end of the fiscal year, which is, 31 March) and will be terminated for poor performance and unreliability.

10. GENERAL CONDITIONS OF CONTRACT

The successful service provider undertakes:

- To treat all relevant and available data and/or information provided by the SAGC and its employees strictly confidential;
- Not to discuss or make any information available to any person without the authorization of the Registrar;
- Not to copy or duplicate any software or documentation for private use;
- To give back to the SAGC all documentation, reports, programs etc. upon project(s) completion;
- A Service Level Agreement (SLA) to be signed and adhered to during the duration of the contract;
- Failure to adhere to the above conditions will lead to the invalidation of the agreement.

11. Pricing Schedule

Descriptions	Rate	Accumulating Rate
Server, network monitoring, anti-virus, firewall, patches, VPN and backups	Monthly service fee R.....x 24 months	Total annual fee = R.....
Remote support (Hourly rate)	@ 240hrs average/year R.....x 480hrs	= R.....
On-site support(Hourly rate)	@ 240hrs average/year R.....x 480hrs	= R.....
Travel rate (1km @ R amount)	(1km @ R....) R.....x 5 000kms	= R.....
ICT Project Management (Advise/Recommendations, Reports)	@ 300hrs average/year R.....x 600hrs	= R.....
Sub-total		R.....
VAT @ 15%		R.....
TOTAL		R.....

12. DECLARATION OF INTEREST

- 1. No bid will be accepted from persons in the service of the state¹.
- 2. Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.

3. In order to give effect to the above, the following questionnaire must be Completed and submitted with the bid.

- 3.1 Full Name of bidder or his or her representative:.....
- 3.2 Identity Number:
- 3.3 Position occupied in the Company (director, trustee, hareholder²):.....
- 3.4 Company Registration Number:
- 3.5 Tax Reference Number:.....
- 3.6 VAT Registration Number:
- 3.7 The name of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.
- 3.8 Are you presently in the service of the state? **YES / NO**
- 3.8.1 If yes, furnish particulars.

¹MSCM Regulations: “in the service of the state” means to be –

- (a) a member of –
 - (i) any municipal council;
 - (ii) any provincial legislature; or
 - (iii) the national Assembly or the national Council of provinces;
- (b) a member of the board of directors of any municipal entity;
- (c) an official of any municipality or municipal entity;
- (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
- (e) a member of the accounting authority of any national or provincial public entity; or
- (f) an employee of Parliament or a provincial legislature.

² Shareholder” means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

3.3 Have you been in the service of the state for the past twelve months? ...**YES /NO**

3.3.1 If yes, furnish particulars.

.....
.....

3.4 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and or adjudication of this bid? **YES /NO**

3.4.1 If yes, furnish particulars.

.....
.....

3.5 Are you, aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid? **YES / NO**

3.5.1 If yes, furnish particulars

.....
.....

3.6 Are any of the company's directors, trustees, managers, principle shareholders or stakeholders in service of the state? **YES / NO**

3.6.1 If yes, furnish particulars.

.....
.....

3.7 Are any spouse, child or parent of the company's directors' trustees, managers, principle shareholders or stakeholders in service of the state? **YES / NO**

3.7.1 If yes, furnish particulars.

.....
.....

3.8 Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract. **YES / NO**

3.8.1 If yes, furnish particulars.

.....
.....

** The intention of this clause is deemed to be the declaration of relationships which may improperly influence or affect the outcome of this bid, in particular relationships with persons involved in the procurement processes in the SAGC. Therefore, if the bidder or any of the persons mentioned in this clause or any company or business controlled by any of them have such a relationship, it should be declared.*

4.

Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	State Employee Number

Signature

Date

Capacity

Name of Bidder

13. CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

 (Bid Number and Description) in response to the invitation for the bid made by:

 (Name of Municipality / Municipal Entity / Council Body) do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of _____ that:
 (Name of Bidder)

1. I have read, and I understand the contents of this Certificate.
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect.
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder.
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign, the bid, on behalf of the bidder.
5. For the purposes of this Certificate and the accompanying bid, I understand that the word “competitor” shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement, or arrangement with any competitor. However, communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement, or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.

9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

³ **Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill, and knowledge in an activity for the execution of a contract.**

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No. 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No. 12 of 2004 or any other applicable legislation.

Signature

Date

Capacity

Name of Bidder

14. Non-collusion Form

I, the undersigned _____

In my capacity as _____
(insert Sole Owner, Partner, President, Secretary, or other title)

of _____
(insert name of the Company).

Acknowledges that on behalf of the above mentioned Company, I submit to the SAGC, a proposal and that all statements of fact in such proposal are both true and correct.

That such proposal was not made in the interest of or on behalf of any undisclosed Person, Partnership, Company, Association, Organization or Corporation.

That such proposal is genuine and not collusive or a sham.

That I have not directly or indirectly by agreement, communication, or reference with anyone, attempted to induce action prejudicial to the interest of the SAGC, or any other Bidder or anyone interested in the proposed contract.

That prior to the opening and reading of bids;

- a. I did not, directly or indirectly, induce or solicit anyone else to submit a false or sham proposal.
- b. I did not, directly, or indirectly, collude, conspire, connive or agree with any- one else that the said bidder or anyone else would submit a false or sham tender, or that anyone should refrain from proposing or withdraw their proposal
- c. I did not, in any manner, directly or indirectly, seek by agreement, communication, or conference with anyone to raise or fix my proposed price or anyone else, or to raise or fix any overhead, profit or cost element of their proposed price of that of anyone else.
- d. I did not directly or indirectly, submit this proposed price or any breakdown, thereof, or the contents thereof, or divulge information or data relative there- to, to any Corporation, Partnership, Company, Association, Organization, Bid Depository, or to any member or agent thereof, or to any individual group of individuals, except to the Parent Company holding a controlling interest (above 50%) in my business.

Dated at _____ on this _____ day of _____

Signed on behalf of the Bidder