THE NATIONAL ECONOMIC DEVELOPMENT & LABOUR COUNCIL
14A Jellicoe Avenue, NEDLAC House,
Rosebank PO Box 1775, Saxonwold, 2132

INVITATION TO TENDER

YOU ARE HEREBY INVITED TO SUBMIT PROPOSALS FOR VOICE AND DATA - ICT INFRASTRUCTURE AND OPERATIONS SERVICES

BID NUMBER:	**Nedlac 23/24/01**
BID ISSUE DATE:	**17 July 2023**
CLOSING DATE AND TIME:	**07 August 2023 at 11am**
BID VALIDITY PERIOD	**90 days (COMMENCING FROM THE BID CLOSING DATE)**
COMPULSORY CLARIFICATION MEETING	**Monday 24 July 2023** **10h00** Online Platform Click here to join the meeting
DESCRIPTION OF SERVICE/GOODS	**Voice and Data - ICT Infrastructure and Operations services**
SUBMISSION OF BID	**DEPOSITED IN THE TENDER BOX SITUATED AT:** Nedlac offices (Reception Area)

	14A Jellicoe Avenue, Rosebank
PROCUREMENT ENQUIRY	**Name : Mrs Sibongile Pheeha** **Tel no : 011 328 4200/ 060 771 0835** **Email : sibongile@nedlac.org.za**
TECHNICAL ENQUIRY	**Name : Mr Benedict Mokgothu** **Email : Benedict@nedlac.org.za**

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PART A

INVITATION TO TENDER

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE NEDLAC					
BID	**NEDLAC 23/24/01**	CLOSING DATE:	**07 Aug 2023**	CLOSING	**11:00 AM**
DESCRIPTION	**APPOINTMENT OF SERVICE PROVIDER TO ASSING WITHVOICE AND DATA - ICT INFRASTRASTRUCTURE AND OPERATIONS SERVICES**				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT *(STREET ADDRESS)*					
NEDLAC HOUSE					
14A JELLICOE AVENUE					
ROSEBANK					
RECEPTION AREA – TENDER BOX					

BIDDING PROCEDURE ENQUIRIES MAY BE		**TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**	
CONTACT PERSON	**SIBONGILE PHEEHA**	CONTACT PERSON	**BENEDICT MOKGOTHU**
TELEPHONE	**011 328 4200**	TELEPHONE	**011 328 4200**
FACSIMILE		FACSIMILE NUMBER	
E-MAIL ADDRESS	**sibongile@nedlac.org.za**	E-MAIL ADDRESS	benedict@nedlac.org.za

SUPPLIER INFORMATION						
NAME OF BIDDER						
POSTAL ADDRESS						
STREET ADDRESS						
TELEPHONE	CODE			NUMBER		
CELLPHONE						
FACSIMILE	CODE			NUMBER		
E-MAIL ADDRESS						
VAT REGISTRATI						
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		**OR**	CENTRAL SUPPLIER DATABASE No:	MAAA	
B-BBEESTATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] Yes No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] Yes No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]						
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS	Yes No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR **THE GOODS /SERVICES /WORKS OFFERED?**		Yes No [IF YES, ANSWER PART B:3]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS						

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? YES/ NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA? YES/NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	YES NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	YES NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	YES NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B

TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.

1.2. ***ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.***

1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

1.4. ***THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).***

2. TAX COMPLIANCE REQUIREMENTS

2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.

2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.

2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.

2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.

2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.

2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER: ……………………………………………

CAPACITY UNDER WHICH THIS BID IS SIGNED: ……………………………………
(Proof of authority must be submitted e.g. company resolution)

DATE: …………………………………...

SBD 3.3

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER: ……………………………………………………………………………………………BID NO.: ……………………………………

CLOSING TIME 11:00 CLOSING DATE……………………………………………………………………………………………

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)

a. The accompanying information must be used for the formulation of proposals.

a. The accompanying information must be used for the formulation of proposals.

- Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project.

R………..…………………………………………………...

- PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)

4.

PERSON AND POSITION	HOURLY RATE	DAILY RATE
--	R---------------------------	
--	R---------------------------	---------------
--	R---------------------------	---------------
--	R---------------------------	---------------
--	R---------------------------	---------------

5. PHASES ACCORDING TO WHICH THE PROJECT WILL BECOMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT

---	R--------------------------	-------------------------- days
---	R--------------------------	
---	R--------------------------	-------------------------- days
---	R--------------------------	

5.1 Travel expenses (specify, for example rate/km and total km, class of air travel, etc). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
---	………………	……………..	R……………
---	………………	……………..	R……………
---	………………	……………..	R……………

TOTAL: R……………………………………………….

***** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.***

5.2 Other expenses, for example accommodation (specify, eg. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
--	………………	……………..	R……………
--	………………	……………..	R……………
--	………………	……………..	R……………
--	………………	……………..	R……………

TOTAL……………………………………………

6. Period required for commencement with project after acceptance of bid ……………………………………………………….

7. Estimated man-days for completion of project ……………………………………………………

8. Are the rates quoted firm for the full period of contract? *YES/NO

9. If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index.

……………………………………………………………….
……………………………………………………………….

*[DELETE IF NOT APPLICABLE]

SBD 4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest[1] in the enterprise,

employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

1 the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

……………………………………………………………………………………

……………………………………………………………………………………

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:
……………………………………………………………………………

……………………………………………………………………………

3 DECLARATION

I, the undersigned, (name)……………………………………………………………………… in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 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 consortium2 will not be construed as collusive bidding.

2 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.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.4 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.

3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.6 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.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

……………………………… ....

Signature Date

……………………………… ……………………………………………

Position Name of bidder

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

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1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

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

1.2 **To be completed by the organ of state**

(*delete whichever is not applicable for this tender*).

a) The applicable preference point system for this tender is the 90/10 preference point system.

b) The applicable preference point system for this tender is the 80/20 preference point system.

c) Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

(a) Price; and

(b) BBBEE

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
BBBEE	20
Total points for Price and BBBEE	**100**

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

(a) **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;

(b) **"price"** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
(c) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
(d) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
(e) **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 **or** **90/10**

$$\boldsymbol{Ps = 80\left(1 - \frac{Pt - P\,min}{P\,min}\right)} \quad \text{or} \quad \boldsymbol{Ps = 90\left(1 - \frac{Pt - P\,min}{P\,min}\right)}$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 **or** **90/10**

$$\boldsymbol{Ps = 80\left(1 + \frac{Pt - P\,max}{P\,max}\right)} \text{ or } \qquad \boldsymbol{Ps = 90\left(1 + \frac{Pt - P\,max}{Pmax}\right)}$$

Where

Ps	=	Points scored for price of tender under consideration
Pt	=	Price of tender under consideration
Pmax	=	Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The BBBEE allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Level 1	10	20		
Level 2	8	16		
Level 3	5	10		
Level 4	4	8		
Level 5	3	6		
Level 6-8	0	0		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm…………………………………………………………………….

4.4. Company registration number: …………………………………………………………...

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

i) The information furnished is true and correct;

ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

(a) disqualify the person from the tendering process;

(b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

(d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and

(e) forward the matter for criminal prosecution, if deemed necessary.

……………………………………….

SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME: ……………………………………………………….

DATE: ……………………………………………………….

ADDRESS: ……………………………………………………….

……………………………………………………….

……………………………………………………….

……………………………………………………….

PROOF OF ATTENDANCE AT THE COMPULSORY CLARIFICATION SESSION / SITE MEETING

CERTIFICATE OF ATTENDANCE AT SITE VISIT AND CLARIFICATION MEETING

This is to certify that *(tenderer)* ....

of *(address)* ....

.... was represented by the person(s) named below at the compulsory meeting held for all tenderers at

(location)..

.... on *(date)*................................... starting at *(time)* ....

I / We acknowledge that the purpose of the meeting was to acquaint myself / ourselves with the site of the works and / or matters incidental to doing the work specified in the tender documents in order for me / us to take account of everything necessary when compiling our rates and prices included in the tender.

Particulars of person(s) attending the meeting:

Name: .... Signature: ....

Capacity: ....

Name:.... .... Signature: ....

Capacity: ....

Attendance of the above person(s) at the meeting is confirmed by the Employer's representative, namely:

Name: .. .. Signature: ....

Capacity: .... Date and Time: ....

REQUEST FOR PROPOSALS FOR AN ICT SERVICE PROVIDER TO PROVIDE INFRASTRUCTURE & OPERATIONS AS A SERVICE

1. INTRODUCTION

NEDLAC has a hybrid information technology setup; a combination of traditional on-premises and cloud-based solutions. Below is a full listing of the services required – that define the scope of this bid:

1.1. Voice cloud-based (Telephony)
1.2. Data 100 Mbps contention with Wi-Fi access Ration 1:1 (Internet, Business fibre connection)
1.3. Redundancy link @25Mbs (secondary Link)
1.4. Security at all levels (Hosted firewalls)
1.5. Back-ups (O365 including one-drive, SharePoint, and Onsite servers)
1.6. Patches management of all workstations including third-party applications
1.7. Workstation antivirus protection
1.8. Managed ICT assets hardware and software
1.9. Managed ICT end-user support
1.10. Document management
1.11. SharePoint implementation and support including customization.
1.12. Domain registration and website hosting.
1.13. Managed Governance and audit, framework: PMFA and CGICT;
1.14. Implementation of the ICT Strategy for the duration of the contract.
1.15. Provide an overview dashboard of the above and quarterly reports

2. PURPOSE

2.1. The purpose of this RFP is to seek a service provider to supply, configure, support, and maintain existing software, hardware, and network services for a period of 3 years. This includes and is not limited to supporting the procurement of ICT software and hardware to address arising technological gaps that supports the organization throughout the contract period.

2.2. The new service provider must be able to implement recommendations from the ICT digitalisation strategy, manage, support and enforce the ICT strategic and implementation plan for the next 3 years.

3. BACKGROUND

3.1. NEDLAC is a statutory body that is governed and mandated by The National Economic Development and Labour Council Act, Act 35 of 1994.

3.2. NEDLAC coordinates over 100 external stakeholders at different locations on a day-to-day basis and meetings are held to discuss pressing matters relating to social, economic, and labour matters. Therefore, video conferencing technology is utilised for the reduction of travel-related costs and faster decision-making due to reduced communication constraints.

3.3. Nedlac is an organisation of about 50 employees and external delegates. The core ICT technology at Nedlac is primarily Microsoft based. The key IT services we utilize are Email, Voice, backups, SaaS, Internet, Wi-fi, and Video services. From a maturity level perspective, NEDLAC would like to advance from level 2 to level 3, in the next three years. We describe maturity level 2 as Enabling. Enabling means the ICT Services function is cast in the role of supporter, providing on-demand operational support and project services. The Head of ICT is focused on supply-side challenges that can compromise IT performance, operational integrity, and costs. The envisaged maturity level 3 would be perceived as more contributing. We foresee a scenario where the ICT Services function constructively and proactively engage with the business to improve business operations, processes, and information management. ICT strategy and vision are derived from enterprise strategy and focused on value contribution. The Head of ICT and business executives are collectively accountable for extracting promised business benefits from ICT investments and projects.

3.4. From an organization design perspective, the NEDLAC's ICT Service function is composed of only one role / one resource – the Head of ICT. The entire infrastructure and Operations competency is to be outsourced.

3.5. NEDLAC's ICT landscape is predominantly on-premises based. NEDLAC recently procured a Microsoft 365 E1 subscription. The strategic intent is to establish a mature infrastructure and operation competency that will enable the implementation of a unified communications and collaboration capability. The ultimate goal is to implement an Employee Experience Platform – where NEDLAC employees can be productive from anywhere.

4. SCOPE OF WORK

4.1. The services rendered by an appointed service provider must be able to provide a stable ICT environment and integrate with existing ICT solutions without any disruption issues.

4.2. The shortlisted service providers will be required to showcase their proposed solutions in relation to the specified business requirements, as expressed in the terms of reference.

4.3. The service provider will be expected to provide reliable support services on the following ICT areas in line with Nedlac's IT Strategy:

4.3.1. **Statement of Work; t**he service provider will be expected to support the residing Head of ICT in matters of infrastructure and operations. The service provider will not be developing software solutions.

5. Demo | Presentations

5.1. The short-listed service providers will be required to showcase their proposed solutions in relation to the specified business requirements, as expressed in the terms of reference.

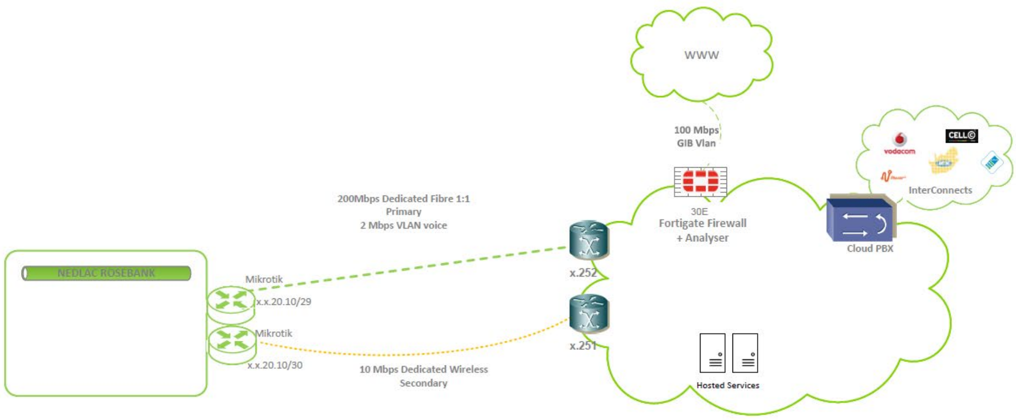
6. Voice (Telephone hardware and usage)

6.1. Provide a Hosted Cloud solution for 50 users including managed Wi-fi services.

6.2. One PC based softphone console and a physical handset for redundancy for the reception. Only one physical handset needs to be supplied.
6.3. The PBX solution must have the capability to work on physical handsets, PC Based Softphone, and Mobile applications for IOS and Android Devices. All these applications/devices must be able to make external PSTN calls.
6.4. A high availability, fully managed, pure cloud solution with no hardware footprint. Direct mapping into a Microsoft-dominant environment.
6.5. Integrated, end-to-end number management experience in MS Teams Admin Centre.
6.6. Geographic and non-geographic number provisioning and inventory management.
6.7. Collaboration and integration with MS Teams/Operator Connect. Direct PSTN dialing from MS Teams/Operator Connect
6.8. Competitive Voice rates.
6.9. The service provider must have a highly resilient cloud infrastructure to enable hybrid work with support and fraud monitoring.
6.10. Trunk and call quality monitoring
6.11. Integration into conference system required.
6.12. One local contact centre number to call if any element of the solution should require support. The supplier must also have an SLA with the OEM.
6.13. Provide pricing on supported handsets. CAPEX and OPEX Models required.
6.14. Porting will be required. Numbers/range will be provided upon appointment.
6.15. Provide licenses for common areas where users are not assigned an extension. Reception area, Kitchen and 2 x small meeting rooms

7. Access & Connectivity (Internet and redundancy)

7.1. Current NEDLAC WAN topology



7.2. New Topology: SD-WAN

7.2.1. NEDLAC requires a WAN topology that adopts an SD-WAN architecture with elasticity to adapt to the business requirements.
7.2.2. All hardware or software solutions must provide for a resilient architecture.
7.2.3. Technical requirements of this includes the following:
7.2.4. Uncapped managed fibre internet services.
7.2.5. Contention ratio of 1:1 100 Mbps for Head office.
7.2.6. WFH – Hybrid strategy: SD-WAN should maintain strong and uninterrupted connections between remote and on-site employees on the same network. All users should experience the same secure network whether in-office or working remotely from home.
7.2.7. The SLA for the network-uptime should be 99% or above.
7.2.8. Secondary network with a minimum throughput of 30 Mbps on a licensed medium is required.
7.2.9. A minimum of Two active connections across separate mediums not terminating at the same Datacentre.

7.3. **Mobile Connectivity:**

7.3.1. A solution should cater for mobile users and a WFH strategy.
7.3.2. Centralized connectivity & data management
7.3.3. Dynamically allocate data to required users.

7.4. **Managed Support Services Current State**

7.4.1. The Service Desk is well managed by the current service provider though biweekly meetings and monthly SLA meetings.
7.4.2. On a quarterly basis a consolidated report per quarter is reviewed to measure the services provided against the SLA.

8. Definition of Winning

8.1. The service provider will be expected to:

8.1.1. Provide timely and effective response to user requests and resolution of all types of incidents and Projects.
8.1.2. Restore normal service; record and fulfil user requests; and record, investigate, diagnose, escalate and resolve incidents.
8.1.3. Achieve increased productivity and minimise disruptions through quick resolution of user queries and incidents (i.e., SLA = 95% per month)
8.1.4. Identify and classify problems and their root causes and provide timely resolution to prevent recurring incidents. Provide recommendations for improvements.

8.1.5. Increase availability, improve service levels, reduce costs, and improve customer convenience and satisfaction by reducing the number of operational problems.

9. Key Metrics

Goal	Key Metric
Managed ICT-related business risk	Frequency of update of risk profile
Delivery of ICT services in line with business requirements	% of users satisfied with the quality of ICT service delivery
Incidents are resolved according to agreed-on service levels	% of incidents resolved within an agreed-on / acceptable period of time

10. Requirements

Aspect	Requirements
Define incident and service request classification schemes	Define incident and service request classification schemes and models.
Record, classify and prioritize requests and incidents	Identify, record and classify service requests and incidents, and assign a priority according to business criticality and service agreements.
Verify, approve and fulfil service requests	Select the appropriate request procedures and verify that the service requests fulfil defined request criteria. Obtain approval, if required, and fulfil the requests.
Investigate, diagnose and allocate incidents	Identify and record incident symptoms, determine possible causes, and allocate for resolution.
Resolve and recover from incidents	Document, apply and test identified solutions or workarounds and perform recovery actions to restore the ICT-related service
Close service requests and incidents	Verify satisfactory incident resolution and/or request fulfilment and close
Track status and produce reports	Regularly track, analyze and report incident and request fulfilment trends to provide information for continual improvement

10.1. Fixed support cost structure per user, including RMM tools with Anti-virus and malware protection across all managed devices.
10.2. Fully Managed support services across a national footprint to support all users.
10.3. Support Hybrid strategy and WFH policy
10.4. Provide end-user support for users onsite and offsite.
10.5. Provide Hardware and software support and replacement of old to new workstations (Nedlac has discretion to test market for workstations).
10.6. Provide Windows server support on Windows servers, Microsoft Exchange, SQL server, Sage systems and any other business critical services. This includes proactive monitoring with comprehensive logs, analytics and audit trails.
10.7. Manage the warranty repairs and none warranty repairs.
10.8. Provide afterhours support and weekend support.
10.9. Video conferencing support
10.10. SharePoint support including the design, coding and updating of SharePoint.
10.11. Training of users on MS Team, SharePoint, etc.
10.12. Provide support for pre-existing software e.g., Mimecast, and migration of services.
10.13. Run/perform in-depth network and security scans on a daily, weekly and monthly basis and provide support to IT audit findings.

11. Backup, disaster recovery & business continuity:

11.1. Current Status; Backups are currently executed once a week.

12. Definition of Winning

12.1. The service provider will be expected to:

Establish and maintain a plan to enable the business and ICT to respond to incidents and disruptions in order to continue operation of critical business processes and required ICT services and maintain availability of information at a level acceptable to the enterprise.

13. Key Metrics

13.1. The service provider will be expected to improve the following metrics:

Goal	Key Metrics
Managed ICT-related business risk	Number of significant ICT-related incidents that were not identified in risk assessment
Delivery of ICT services in line with business requirements	Number of business disruption due to ICT-service incidents

Availability of reliable and useful information for decision making	Ratio and extent of erroneous business decisions where erroneous or unavailable information was a key factor

13.2. **Requirements**

Aspect	Requirements
Review the business continuity policy, objectives and scope	Review business continuity policy and scope aligned with enterprise and stakeholder objectives
Maintain a continuity strategy	Evaluate business continuity management options and choose a cost-effective and viable continuity strategy that will ensure enterprise recovery and continuity in the face of disaster or other major incident or disruption
Develop and implement a business continuity response	Develop a business continuity plan (BCP) based on the strategy that documents the procedures and information in readiness for use in an incident to enable the enterprise to continue its critical activities
Exercise, test and review the BCP	Test the continuity arrangements on a regular basis. to exercise the recovery plans against predetermined outcomes and to allow innovative solutions to be. developed and help to verify over time that the plan will. work as anticipated.
Review, maintain and improve the continuity plan	Conduct a management review of the continuity. capability at regular intervals to ensure its continued suitability, adequacy and effectiveness. Manage changes to the plan in accordance with the change control process to ensure that the continuity plan is kept up to date and continually reflects actual business requirements.
Conduct continuity plan training	Provide all concerned internal and external parties with regular training sessions regarding the procedures and their roles and responsibilities in case of disruption.
Manage backup arrangements	Maintain availability of business-critical information.

Conduct post-resumption review	Assess the adequacy of the BCP following the successful resumption of business processes and services after a disruption.

13.3. Back-up and restore services of all workstations onsite and remotely, and onsite servers. This includes all cloud services such as Microsoft 365.

13.4. Disaster recovery services including Business continuity services.

13.5. Assistance in the planning and coordination of business continuity services such as the recovery of critical operations, functions, and technology in a timely and organized manner in the event of a facilities disruption or disaster in line with Nedlac's BCP.

13.6. Incidents must be handled in accordance with regulatory requirements, i.e., Protection of Personal Information Act (POPIA).

13.7. Assistance in testing this place once a year. Frequency of testing can be revised depending on the number and significance of issues noted during testing. e.g., if fewer minor issues are noted then there is no need to test the plan more frequently.

14. Managed Firewall & Security

14.1. The selected vendor will be responsible for the configuration, support, and management of the existing Firewall infrastructure, currently running on the FortiGate security fabric.

14.2. Managed Firewall services should include but not limited to the following services:

14.3. Consistent 24x7x365 monitoring of services, with immediate identification of events and incidents. This should be accompanied by timely notifications and remedial actions executed within a pre-defined Service Level Agreement (SLA).

14.4. Live connectivity monitoring, inclusive of SLA metrics for services performance, delivered through a user-friendly, comprehensive centralised dashboard.

14.5. Next Generation Firewall equipped with Unified Threat Management (UTM) functionality to provide robust network security. This should include regular updates to firewall rule sets to adapt to the evolving threat landscape and organisational needs.

14.6. Active analytical monitoring with in-depth reporting to identify potential security threats, understand network activity and track firewall performance.

14.7. High Availability (HA) firewall configuration and management to ensure business continuity, mitigating impact of potential system failures.

14.8. Regular firewall performance assessments and audits to identify potential improvements and ensure compliance with cybersecurity standards and regulations.

14.9. The vendor services should be aligned with the National Institute of Standards and Technology (NIST) cybersecurity framework.

14.10. The vendor must adapt, develop, and implement the 4 tiers of the NIST Framework to improve the cybersecurity maturity of the organization.

14.11. The proposal must clearly define the scope of Managed services and expected deliverables.

14.12. The vendor must offer advisory services to guide and counsel the organization on best security practices, trends, and to address specific security concerns. Security posture review with continuous improvement plans.

14.13. Regular security posture reviews must be conducted to assess the organization's existing security landscape. This should be followed by continuous improvement plans to uplift the organization's security stature.

14.14. The vendor should conduct periodic security audits to evaluate the effectiveness of security measures and to ensure alignment with industry standards and regulatory compliance.

14.15. The vendor should implement strong data encryption protocols to ensure data at rest and in transit is secure from unauthorized access or breaches.

14.16. Regular vulnerability assessments and penetration testing should be conducted to identify and rectify potential security loopholes.

14.17. The vendor should provide staff training on security best practices and incident response protocols.

14.18. The vendor must have a detailed disaster recovery and business continuity plan, including the configuration and management of data backups.

14.19. The vendor should provide an incident response plan outlining how they will respond to security incidents, including communication, remediation, and post-incident review processes.

15. ICT Asset Management

Current State

15.1. Every six months ICT related assets (e.g., laptops) are procured. There is insufficient coherence in the current approach and, generally, the lifecycle management of the ICT assets needs to be improved.

16. Definition of Winning

16.1. The service provider will be expected to:

16.1.1. Manage ICT assets through their life cycle and ensure that their use delivers value at optimal cost, they remain operational (fit for purpose), they are accounted for and physically protected, and those assets that are critical to support service capability are reliable and available.

16.1.2. Manage software licences to ensure that the optimal number are acquired, retained and deployed in relation to required business usage, and the software installed follows the licence agreements.

17. Key Metrics

17.1. The service provider will be expected to improve the following metrics:

Goal	Metrics

Transparency of ICT costs, benefits, and risk	Satisfaction survey of key stakeholders regarding the level of transparency, understanding, and accuracy of ICT financial information
Optimization of ICT assets, resources, and capabilities	Satisfaction levels of business executives and the ICT manager with ICT-related costs and capabilities

17.2. **Requirements**

17.3. The service provider will be required to implement and manage the following:

Aspect	Requirement
Identify and record current assets	Maintain an up-to-date and accurate record of all IT assets required to deliver services and ensure alignment with configuration management and financial management.
Manage critical assets	Identify assets that are critical in providing service capability and take steps to maximise their reliability and availability to support business needs.
Manage asset lifecycle	Manage assets from assisting with procurement to disposal to ensure that assets are utilised as effectively and efficiently as possible and are accounted for and physically protected.
Optimize Asset Costs	Regularly review the overall asset base to identify ways to optimise costs and maintain alignment with business needs.
Manage Licenses	Manage software licences so that the optimal number of licences is maintained to support business requirements and the number of licences owned is sufficient to cover the installed software in use.

17.4. The service provider will be responsible for workstation hardware and licenses on behalf of NEDLAC. Perform upgrades as per NEDLAC's strategy and instruction.
17.5. Manage software expiry date and hardware life span and usefulness.
17.6. Refurbish and upgrade workstation under an active warranty and none warranty repairs.

17.7. **Reporting (Monthly and consolidated quarterly reports)**

Business Information Requirements (BIR). The table below indicates the BIR's to be implemented in the first year. The list includes, but is not limited to:

Identifier	Key Metric
BIR1	# of vulnerabilities discovered

BIR2	# of firewall breaches
BIR3	# of accounts
BIR4	Average time between change and update of accounts
BIR5	# of unplanned capacity, performance, or availability upgrades
BIR6	# of transaction peaks where target performance is exceeded
BIR7	# and % of unresolved availability, performance, and capacity issues
BIR8	# of availability incidents
BIR9	# of significant incidents not identified and included in the risk management portfolio
BIR10	# of deviations between the configuration repository and live configuration

18. Quarterly Governance Risk & Compliance Report

18.1. The audit and risk committee (ARC) would like to have a view of relevant risk planning related business metrics. The priority metrics include but are not limited to the following:

Identifier	Key Metric
BIR1	% of critical business processes not covered by a defined service availability plan
BIR2	% of downtime due to security incidents
BIR3	# of audit findings closing more than two weeks
BIR4	# of repeat audit findings
BIR5	Ratio of cost of materialized and prevented ICT incidents
BIR6	Ratio of cost of materialized and prevented ICT incidents
BIR7	Ratio of IT management costs and prevented ICT incidents costs
BIR8	% of recorded fixed ICT- asset disposals that represent actual disposals
BIR9	% of fixed asset disposals accurately calculated and recorded
BIR10	The ratio of the number of incidents versus number of problems

18.2. Server and workstation management; Monthly reporting of back-ups.
18.3. Incident management; Monthly reporting of end-user support.
18.4. Internet and Voice uptime and downtime reporting and call quality metrics.
18.5. Security: Firewall reporting and prevention measures.
18.6. Clear definition of reporting and deliverables

19. SharePoint Implementation, Customisation, and Support

19.1. **Business Context;**

19.1.1. NEDLAC has 50 knowledge workers. The state of document management and records management maturity has a direct impact on some of the strategic objectives and the related business programs.

19.1.2. NEDLAC is experiencing an issue where information exists in silos and is stored in various media such as end-user machines (i.e. laptops, mobile devices, shared folders, physical files and records, and SharePoint itself).

19.1.3. Technical Context

19.1.4. Currently, NEDLAC has partially implemented SharePoint Online with E1 subscription capabilities and limitations. NEDLAC has recently acquired an E3 subscription.

19.1.5. SharePoint Online has been deployed on five environments, namely: Development, Test, Quality Assurance, Pre-Production and Production.

19.1.6. NEDLAC's current solutions environments consist of the following infrastructure: Development, Testing and Quality Assurance, Pre-Production, and Production environment. It is important to note that all solutions are hosted by Vodacom at their Midrand Offices except for the Development environment, which is hosted at the NEDLAC Head office. NEDLAC is also in the process of moving to the Azure cloud solution. Therefore, the preferred service provider is expected to travel to the hosting site on an ad hoc basis when necessary.

19.2. **Definition of Winning**

19.2.1. The desired result is to implement SharePoint to meet the ISO 15489 or Moreq 2010 standards or equivalent. NEDLAC would required a fully functional Intranet and Extranet Solution. NEDLAC would like to use Microsoft SharePoint Online as the de facto standard for its Enterprise Content Management (ECM) capability. NEDLAC intends to use SharePoint Online as a secure digital repository to store, organize, share, and access information to empower teamwork, quickly find information and seamlessly collaborate across the organization.

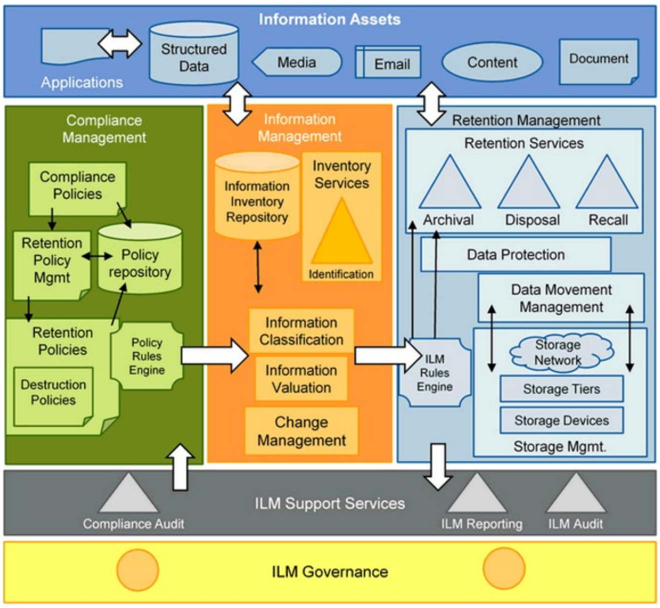
20. Scope of Work

20.1. The Bidder is required to implement, administer, and manage SharePoint Online according to the following business requirements:

20.1.1. NEDLAC requires Microsoft SharePoint Online to be a solution that will act as a ‘single source of truth’ for the unstructured data.

20.1.2. Microsoft SharePoint Online must become a centralized document creation and storage repository with room for management, modification, sharing, searching, and archiving with ability to route documents from one person to another and even address complex business process automation with the confidence of information security not being compromised at any stage.

20.1.3. The bidder is required to implement the underlying information lifecycle management (ILM).



20.2. The envisaged level of implementation between 2023 and 2026 is as follows:

20.2.1. Centralized content policies, content creation and management processes, content manager, and content management tools are implemented.
20.2.2. Workflow automation is supported for content creation, collaboration, distribution and approval.
20.2.3. The functionalities of the content management tools are comprehensive enough to automate and support the end-to-end lifecycle of content.
20.2.4. Content has rich metadata so that it can be searched, accessed, and shared easily.
20.2.5. Existing content taxonomy has been optimized and multiple new taxonomies are developed to meet further needs from employees.
20.2.6. All different taxonomy structures and metadata structures across all content, including knowledge, documents, and digital assets are consolidated respectively.
20.2.7. Content is frequently updated and cleansed, and the reusability of content is therefore high. Content is starting to be created through crowd sourcing.
20.2.8. Content has rich metadata so that it can be searched, accessed, and shared easily.

20.2.9. The Content Lifecycle Management capability is seamlessly integrated with the Customization & Personalization capability, as well as with other digital capabilities from the front-office and back-office operations.

20.2.10. This allows the intelligence created by back-office capabilities to be captured into personalized digital content that is seamlessly published to users through the front-office capabilities.

20.2.11. The lifecycle of digital content is well managed, e.g., content at end of life is identified and disposed of on a regular basis.

21. Requirements Specifications:

21.1. Microsoft SharePoint Online to be integrated with Signing Hub

21.2. Microsoft SharePoint Online to be integrated with the ERP solution

21.3. Microsoft SharePoint to be configured to seamlessly integrate with Office 365

21.4. Access Rights: The service provider to ensure that there are proper rights on the part of the administrator to conduct the migration.

21.5. User Profiles and Groups: service provider to create a pre-image of how users and profiles will be mapped when they get to be transported to the new destination. This will define how much access each person will get and whether it is symmetric to the source platform.

21.6. Site Architecture and Features: Features specific to the sites such as templates, languages, quotas, navigation etc. must be checked and listed properly so that after migration occurs, there are no missing cases, and even if missing cases happen, the service provider can easily detect these.

21.7. Metadata: All the metadata present in the source Microsoft SharePoint repository shall be detected, analysed, backed up and kept in the record so that after the migration is finished, all the previous conditions in the source can be replicated in the destination site. And, in case of any missing metadata, it can either be restored by using the backup of the metadata or re-migration of that metadata can be ran.

21.8. Unsupported Features: The service provider shall run pre-migration checks and develop solutions that ensure that all features from installed Microsoft SharePoint version continue to work with the new Microsoft SharePoint Online version.

21.9. Active Directory Health Risks: The service provider shall work closely with NEDLAC ICT Infrastructure team to ensure that Active Directory is in a healthy state.

21.10. The service provider shall ensure workflows, site templates including custom branding of sites from existing version of Microsoft SharePoint are successfully migrated to the new version of SharePoint i.e., Microsoft SharePoint Online.

21.11. The service provider shall ensure that there is correct account or resource mapping.

21.12. Validation of Migrated Data: The service provider shall validate the migrated content as soon as the migration process is done, to ensure that Microsoft SharePoint online migration approach worked as expected and if not, the service provider shall timely recover any data that might get lost during the migration process.

21.13. Customisations: The service provider shall tally all the settings, templates, permissions, and other customizations of the existing site with the destination site. If both are found to contain the same data, then migration can proceed further. If they find any discrepancy, they need to run the migration process again for the missing content and then re- verify till it is absolutely the same.

21.14. Optimisation: Once the Migration is done the service provider need to optimize Microsoft SharePoint Online such that quality end-user experience is not compromised.

21.15. Monitoring: The service provider shall avail reports from Microsoft pertaining to how the cloud environment will be monitored, where possible provide dashboard that NEDLAC can use to view Microsoft SharePoint Online system health.

21.16. The service provider shall verify the customisations and optimisations, ensuring that they're migrated correctly and check the condition of all the metadata. This includes checking that the background details such as List contents, Libraries, author names etc. are the same for the source and destination sites. If not, re–migrate and re-verify the missing content.

21.17. It is obvious that the newer version of Microsoft SharePoint (i.e., Microsoft SharePoint Online) will have some entirely new features and some of the older features will be replaced by their advanced versions. This creates a gap between the Source and Destination's contents. Therefore, during final verification, the service provider shall implement some further customisations to overcome this gap – aim is to ensure end-users are not worse-off because of this migration.

21.18. Service provider to ensure that they have all migration tools to be used to conduct this migration and should include any licensing costs plus any other associated costs as part of the total solution cost.

21.19. The service provider will be expected to handle the following as part of the Microsoft SharePoint Online project:

21.19.1. Work with NEDLAC ICT teams to identify users requiring access, remove users no longer requiring access and clear out 'orphan users' if any.

21.19.2. Ensure NEDLAC have set guidelines for what permissions and access a group of users is going to need.

21.19.3. Create Sites, Site Collections and Sub-Sites as and when required.

21.19.4. Assign Site Owners

21.19.5. Ensure all data is backed up before and after the migration, ensure data is fully migrated to the new Microsoft SharePoint Online solution, and delete duplicates to refine the data stored in Microsoft SharePoint Online.

21.19.6. Test the migration and document such testing with results and sign-off from various stakeholders to ensure smooth transition to the new solution.

21.19.7. Plan the way users will navigate through the new sites, ensure NEDLAC branding is followed and implemented in all new/migrated sites, ensure existing workflows are redesigned and implemented in the new Microsoft SharePoint Online solution.

21.20. The Service provider is expected to ensure that all out-of-the-box functionality that is provided with Microsoft SharePoint Online is working as per expectation, as a bare minimum standard.

21.21. The solution required is a cloud-based solution and the cloud platform must be within the borders of SA.

21.22. The service provider is expected to make provision for setting up Dev, Test, QA, Pre-Production sites for Microsoft SharePoint Online in a cloud-based environment.

22. Governance

22.1. NEDLAC digitization strategy will define and outline the governance requirements.
22.2. Assistance in the planning, implementation and adherence to the following Frameworks:
22.3. Corporate Governance of ICT Policy Framework (CGICTPF)
22.4. Key competencies:
22.5. COBIT
22.6. ISO/IEC 38500
22.7. King IV
22.8. Governance of ICT Framework (GICTF).
22.9. NIST Framework

23. Financial implication

23.1. 24/7 end-user support must be at fixed cost. After hours support shall not be charged separately.
23.2. The service provider will be required to provide a quotation for hardware. Nedlac reserves the right to test the market or accept the quotation based on the competitive market pricing.
23.3. Recommendation of hardware procurement will be approved by the IT manager supported by the line manager before the procurement process is initiated.
23.4. This is inclusive of Voice hardware, Networks, Hardware and software.
23.5. Microsoft Platforms, Enterprise Software/Hardware license including installation and implementation.

24. REQUIREMENTS

24.1. The successful service provider must show that they have experience in advising on ICT Infrastructure (Cloud & Traditional), planning and implementation, ICT best practise implementation, and be aware of latest ICT Trends.

24.2. The potential service provider must be able to demonstrate previous experience in implementing and managing the above key areas from an ICT perspective, this includes:

24.2.1. implementation and enforcement of policies and procedures and measurable metrics to meet the organizations strategy over the next 3 years.

25. SUBMISSION OF DOCUMENTS

Bidders must submit the following documents:

25.1. A proposal outlining the approach and methodology as to the execution of the terms of reference.
25.2. Budget indicating all the cost assumptions and a maximum amount for the assignment. This includes pricing schedule.
25.3. Proof that the firm is in good standing with the South African Revenue Services (SARS).
25.4. Proof of Central Supplier Database (CSD) registration.
25.5. Entity ownership type and BBBEE certificate or affidavit.
25.6. Company profile, including CVs and qualifications of the relevant individuals assigned to the project, which must clearly demonstrate the necessary skills and experience in the areas of expertise listed below.
25.7. Contactable references, supported by signed reference letters.
25.8. Details of similar projects for the past 5 years or more.

SUBMISSION OF DOCUMENTS

26. The service provider must submit the following documents:

26.1. BBBEE certificate or affidavit.
26.2. Company registration.
26.3. Proof of CSD registration.
26.4. Completed SBD forms.

As this procurement is expected not to exceed a maximum of R50 million, the 80/20 preferential procurement measure is applicable. In order to achieve specific goals, a maximum of 20 points will be awarded to a tenderer for broad-based black economic empowerment as follows:

26.5. B-BBEE status Level 1 contributor: 20 points
26.6. B-BBEE status Level 2 contributor: 16 points
26.7. B-BBEE status Level 3 contributor: 10 points
26.8. B-BBEE status Level 4 contributor: 8 points
26.9. B-BBEE status Level 5 contributor: 6 points
26.10. B-BBEE status Level 6 - 8 contributor: 0 points

27. SELECTION AND EVALUATION CRITERIA

The selection and evaluation criteria are comprised of the following three phases:

27.1. Phase one: Compliance in line with the Nedlac Procurement Policy and submission of the requirement documentation.
27.2. Phase two: The matrix below will apply. The minimum functionality points of seventy (70) is required to qualify for phase three.
27.3. Phase three: Price and BEE

<table>
<tr><th>The below matrix will be used in scoring the proposals: Description of Quality Criteria</th><th rowspan="2">Scoring</th><th rowspan="2">Weight</th></tr>
<tr><th>and Sub-criteria</th></tr>
<tr><th>Total Functionality</th><th>Total Score</th><th>100%</th></tr>
<tr><td colspan="2">A. Approach and methodology in managing this project which should include:</td><td></td></tr>
<tr><td colspan="2">Interpretation of Terms of Reference to demonstrate understanding of hat is required:</td><td></td></tr>
<tr><td>5. Excellent understanding of what is required in terms of reference; an innovative and practical approach to developing the proposal; proposed action plan including milestones and timeframes.</td><td>5 = Excellent</td><td rowspan="5">25%</td></tr>
<tr><td>4. Good understanding of what is required in terms of reference; practical approach and methodology; proposed action plan including milestones and timeframes.</td><td>4 = Good</td></tr>
<tr><td>3. Satisfactory understanding of what is required in terms of reference; generic or textbook approach and methodology; proposed action plan including milestones and timeframes.</td><td>3 = Satisfactory</td></tr>
<tr><td>2. Poor understanding (wrong interpretation) of what is required in terms of reference and missing one of the following critical components.</td><td>2 = Poor</td></tr>
<tr><td>1. No action plan was submitted.</td><td>0 = Not Acceptable</td></tr>
<tr><td colspan="2"></td><td></td></tr>
<tr><td colspan="2">B. Certified Expertise</td><td></td></tr>
<tr><td colspan="2">Experience in advising on ICT Infrastructure (Cloud & Traditional), Microsoft Platforms, Enterprise Software/Hardware planning and implementation, ICT best practice Implementation, End-user support, and be aware of the latest ICT Trends.</td><td></td></tr>
<tr><td>70% or more of the team has a post-graduate diploma OR above university qualification in Information Computer Science related and more than 5 years experience in one more of the following: ITIL, King IV, COBIT, Togaf, BCS IT Governance & InfoSec Basis, a Microsoft Certificate (MTA, MCSE, MS 100/101, MSCA), CISCO and IT architecture = Excellent</td><td>5 = Excellent</td><td rowspan="5">25%</td></tr>
<tr><td>50% or more of the team have at least a degree in Information Computer Science or related and a minimum of 5 years experience in one or more of the following: ITIL, King IV, COBIT, Togaf, BCS IT Governance & InfoSec Basis, a Microsoft Certificate (MTA, MCSE, MS 100/101, MSCA) = Good</td><td>4 = Good</td></tr>
<tr><td>40% or more of the team has NQF level 6 diploma in Information Computer Science or equivalent and minimum of 3 years' experience in one or more of the following: ITIL, King IV, COBIT, Togaf, BCS IT Governance & InfoSec Basis, a Microsoft Certificate (MTA, MCSE, MS 100/101, MSCA) = Satisfactory</td><td>3 = Satisfactory</td></tr>
<tr><td>30% or more of the team has a Higher Certificate at NQF 5 = Poor</td><td>2 = Poor</td></tr>
<tr><td>The team members only possess a National Certificate and below NQF 4&3&2&1 = Not Acceptable</td><td>1 = Not Acceptable</td></tr>
<tr><td colspan="3">C. Relevant experience</td></tr>
<tr><td>To evaluate each of the above components, the following criteria will apply:</td><td></td><td rowspan="5">20%</td></tr>
<tr><td>6 and above years or more relevant experience = Excellent</td><td>5 = Excellent</td></tr>
<tr><td>4 to 5 years' relevant experience = Good</td><td>4 = Good</td></tr>
<tr><td>3 years' relevant experience = Satisfactory</td><td>3 = Satisfactory</td></tr>
<tr><td>2 years' experience = Poor</td><td>2 = Poor</td></tr>
</table>

The below matrix will be used in scoring the proposals: Description of Quality Criteria and Sub-criteria	Scoring	Weight
Total Functionality	**Total Score**	**100%**
1-year experience = Not Acceptable	1 = Not Acceptable	
D. Similar projects Completed		30%
A number of Completed Similar Projects:		
522 or More Completed Similar Projects with signed reference letters = Excellent	5 = Excellent	
4 Completed Similar Projects with signed reference letters = Good	4 = Good	
3 Completed Similar Projects with signed reference letters = Satisfactory	3 = Satisfactory (5 years' experience)	
2 Completed Similar Projects with signed reference letters = Poor	2 = Poor	
1 Completed Similar Project with signed reference letters = Acceptable	1 = Not Acceptable	

28. BID SUBMISSION AND ENQUIRES

28.1. Bidders should send their completed bids and accompanying relevant documentation to Nedlac House, 14 A Jellicoe Avenue, Rosebank and pace it in the tender box placed next to reception area on or before 07 August 2023 at 11h00.

28.2. Bids should be submitted in a sealed envelope, marked with:

- RFB number: Nedlac 23/24/01
- Closing date and time: 07 August 2023 at 11am
- The name and address of the bidder

28.3. A compulsory briefing session will be convened via MS Teams on 24 July 2023 at 10h00. Use the link provided above.

28.4. Any questions regarding the RFP should be emailed to sibongile@nedlac.org.za and any technical enquiries should be sent to Benedict@nedlac.org.za .

28.5. Note that no late proposals will be considered.

28.6. Nedlac reserves the right to cancel this bid should such be deemed necessary.

28.7. **All bidders must sign a Bid submission register placed at Nedlac reception when they submit their Bids**.