



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:	13 November 2023
CLOSING DATE AND TIME:	06 December 2023 at 11am
BID VALIDITY PERIOD	90 days (COMMENCING FROM THE BID CLOSING DATE)
COMPULSORY CLARIFICATION MEETING	20 November 2023 at 10h00 -10h30 Click here to join the meeting
DESCRIPTION OF SERVICE/GOODS	VOICE AND DATA - ICT INFRASTRUCTURE AND OPERATIONS SERVICES
SUBMISSION OF BID	<u>DEPOSITED IN THE TENDER BOX SITUATED AT:</u> 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:	06 Dec 2023	CLOSING 11:00 AM
DESCRIPTION	APPOINTMENT OF SERVICE PROVIDER TO ASSING WITHVOICE AND DATA - ICT INFRASTRUCTURE 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-BBEE STATUS 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? IS

YES NO

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:

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 BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT		

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

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]**

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 interest¹ 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

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

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:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 \mathbf{Ps} = \mathbf{80} \left(\mathbf{1} - \frac{\mathbf{Pt} - \mathbf{Pmin}}{\mathbf{Pmin}} \right) & \mathbf{or} & \mathbf{Ps} = \mathbf{90} \left(\mathbf{1} - \frac{\mathbf{Pt} - \mathbf{Pmin}}{\mathbf{Pmin}} \right)
 \end{array}$$

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:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ \mathbf{Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)} \end{array}$$

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

- 1.1. The National Economic Development and Labour Council (NEDLAC) is a statutory body that is governed and mandated by the National Economic Development and Labour Council Act, Act 35 of 1994. 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.
- 1.2. NEDLAC has a hybrid information technology under the Microsoft Office 365 Tenant: a combination of traditional on-premises and cloud-based solutions.

2. OBJECTIVES

- 2.1. The statement of work is, the service provider will be expected to support the residing Head of ICT in matters of infrastructure and operations, for 3 years. The service provider will not be developing software solutions.
- 2.2. To implement and configure a content management, document management and records management platform, using Microsoft SharePoint Online technology.

3. BACKGROUND

- 3.1. NEDLAC is a small medium public enterprise. It has a total of 50 employees. Its business model requires external parties to access some of its corporate resource. Also, the board members require access to some of the core systems. Lastly, the ICT team consists of one resource (namely, the ICT Manager).
- 3.2. Work from anywhere enablement remains a challenge. Collaboration between employees and stakeholders is also a problem. The strategic intent expressed in the current strategy documents is to drive cost efficiency, operational excellence, and lowered risk. These are the priority strategic themes.
- 3.3. In simple terms, NEDLAC has the following technical environment:
 - Microsoft 365 E1 subscription.
 - 3 physical servers on premises. There are 4 Virtual machines.
 - A SAGE Evolution Enterprise Resource Planning (ERP) platform.

These core components are further expanded and explained in the next section.

4. EXISTING INFRASTRUCTURE

- 4.1. The current environment is composed of 50 end-users, with roughly 55 laptops and desktops. There are 3 physical servers running 4 virtual machines. There is only one location based in Johannesburg. Employees formally exercise a hybrid model of working at the office and from home. From an infrastructure and operations perspective, the server room has the following:

4.1.1. Software

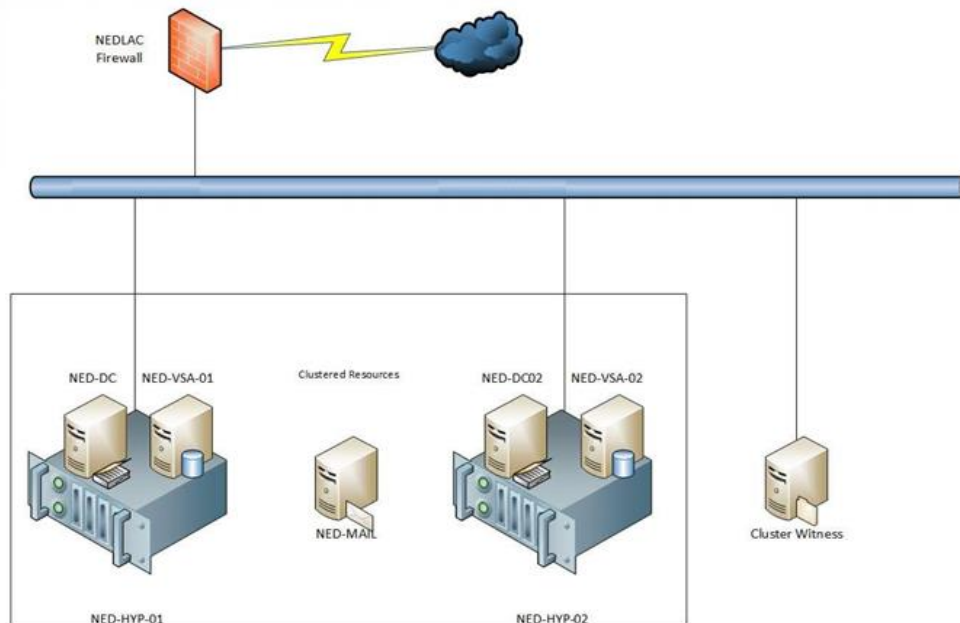
- Mixture of Windows 10 and 11 Operating systems
- Key Business Systems requiring support:
 - SAGE Evolution – Hosted Solution
 - SAGE ESS – Software as a Service
- Microsoft 365 Subscription

4.1.2. Security

- Firewall, Proxy, Gateway, Router

4.2. INFRASTRUCTURE OVERVIEW

Infrastructure overview



NED-MAIL was decommissioned. The current email server is now implemented through the exchange online as part of the Microsoft 365 subscription. VSA is the virtual storage.

5. SCOPE OF WORK

5.1. The successful service provider will be required to support and implement the following services:

5.1.1. Core Infrastructure Support Services

The following services shall be provided by the supplier:

- Voice cloud-based (Telephony)
- Data 100 Mbps contention Ratio 1:1 (Internet, Business fibre connection)
- Redundancy link @15Mbps (secondary Link)
- Security at all levels (Hosted firewalls)
- Back-ups (O365 including one-drive, SharePoint, and Onsite servers)
- Patch management of all workstations including third-party applications
- Workstation antivirus protection

5.1.2. Managed Operational Services

The following services shall be provided by the supplier:

- Managed ICT assets hardware and software
- Managed ICT end-user support
- Managed Governance and audit, framework: PMFA and CGICT.
- Provide an overview dashboard and quarterly service level agreement reports for all the services in scope.

5.1.3. Implementation Services

The following services shall be provided by the supplier:

- SharePoint implementation and support including customization.

5.1.4. Voice Telephony services

NEDLAC currently uses a fully managed cloud-based VoIP PABX capable of supporting physical on-prem handsets and PC based soft-phones. It is capable of incoming and outgoing PSTN calls and handling up to 60 users. NEDLAC is looking for a vendor who will match current capabilities while improving on value-added capabilities like conferencing.

The following services shall be provided by the supplier:

- Voice cloud-based (Telephony) - 50 users.
- PSTN numbers (Porting required. Number range will be provided on appointment).
- Physical handset and soft-phone capabilities to forward to PSTN numbers.
- Market competitive voice rates.
- Call quality monitoring.
- Good usage reporting.
- Integration to on-prem conferencing system.
- Pricing on additional handsets will be required (OPEX and CAPEX usage models).

5.1.5. Network infrastructure and connectivity services

The following services shall be provided by the supplier:

- Data 100 Mbps contention with Wi-Fi access Ratio 1:1 (Internet, Business fibre connection, uncapped).
- Redundancy link @15Mbps (secondary Link).
- The SLA for the network-uptime should be 99% or above.
- Mimecast support.
- Ability to handle Software-Defined WAN that allows remote workers to access on-prem network resources seamlessly.
- Turnkey software and hardware required to provide service.

5.1.6. Server Infrastructure services

The following services shall be provided by the supplier:

- Installation, maintenance and troubleshooting of Microsoft Windows operating system.
- Installation, maintenance and troubleshooting of Active Directory.

- Server Hardware support.
- Securing the server Infrastructure including Microsoft updates and patches updates.
- DNS, DHCP infrastructure maintenance.
- Server Capacity and Availability Management, capacity, and availability reporting
- Support of internal LAN/WAN infrastructure hardware, software, and peripherals.
- Preventive maintenance.
- Reboot Servers if needed.

5.1.7. Desktop Support services

The following services shall be provided by the supplier:

- Fully managed support services across a national footprint to support all users.
- Supplier shall support hybrid strategy and WFH policy.
- Provide end-user support for users onsite and offsite.
- Provide Hardware and software support and replacement of old to new workstations (NEDLAC has discretion to test market for workstations).
- Manage the warranty repairs and non-warranty repairs.
- Provide afterhours support and weekend support.
- Patch management of all workstations including third-party applications

5.1.8. Security Services

The following services shall be provided by the supplier:

- The selected vendor will be responsible for the configuration, support, and management of the Firewall infrastructure. Current infrastructure is running on the FortiGate security fabric.
- The selected vendor should supply on-premise or hosted firewall/s at all security levels.
- Managed Firewall services should include but not limited to the following services:
 - Consistent 24x7x365 monitoring of services, with identification of events and incidents. This should be accompanied by timely notifications and remedial actions executed within a pre-defined Service Level Agreement (SLA).
 - Regular updates to firewall rule set to adapt to the evolving threat landscape and organisational needs.
- The proposal must clearly define the scope of Security services and expected deliverables.
- 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.
- 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.

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

5.1.9. Antivirus / Endpoint Security services

The following services shall be provided by the supplier:

- Protect the NEDLAC enterprise information to maintain the level of information security risk acceptable to the enterprise in accordance with the security policy. Establish and maintain information security roles and access privileges and perform security monitoring.
- Ensure workstation antivirus protection is active and up to date for the duration of the contract.

5.1.10. Business Applications Support Services

- The core business applications are SAGE Evolution and ESS.
- The successful bidder will be expected to:
 - monitor the health of these core business applications.
 - define and communicate quality requirements in all processes, procedures and the related enterprise outcomes, including controls, ongoing monitoring, and the use of proven practices and standards in continuous improvement and efficiency efforts.

5.1.11. Software Licenses: ICT Asset Management

The following services shall be provided by the supplier:

- To manage the ICT assets through their life cycle to make sure 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.
- 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 licence agreements.
- To drive the following processes:
 - Identify and record current assets.
 - Manage critical assets.
 - Manage the asset lifecycle.
 - Optimize asset costs.
 - Manage licenses.

5.1.12. Data Backup and Retention services

The following services shall be provided by the supplier for Back-up and disaster recovery:

- Workstation cloud-backup to Office 365 One-Drive
- Assistance with Disaster Recovery Plan and Business Continuity Plan development.
- Testing of disaster recovery plan at least once annually.
- Regulatory compliance (i.e., POPIA)
- Backups to include SharePoint, Teams, and Mail accounts.
- And 2 physical servers with 1 cluster witness physical servers.
- And 3 Virtual servers

5.1.13. Disaster Recovery & Business Continuity services

- The vendor must have a detailed disaster recovery and business continuity plan (BCP), including the configuration and management of data backups.
- Exercise, test disaster recovery and review the BCP.

5.1.14. SharePoint Online Support services

- The successful bidder will be expected to transition or upgrade the current E1 subscription to E3 subscription. Beyond this upgrade, the following deliverables, use cases and milestones will be expected:

Identifier	Financial Year	Use Case	Deliverable
M1: Milestone 1	2024 FYE	Employee Productivity	Intranet Platform Implemented
M2: Milestone 2	2025 FYE	Records Management	Records Centre Implemented
M3: Milestone 3	2026 FYE	Content Ecosystem	SharePoint integrated to the ERP and other key systems

a. Background

Work from anywhere enablement remains a challenge. Collaboration between employees and stakeholders is also a problem.

The Bidder will be required to implement, administer, and manage SharePoint Online according to the following business requirements:

- NEDLAC requires Microsoft SharePoint Online to be a solution that will act as a 'single source of truth' for the unstructured data.
- 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.
- The bidder is required to implement the underlying information lifecycle management (ILM).

The envisaged level of implementation of the Microsoft SharePoint Online between 2024 and 2026 is as follows:

- Centralized content policies, content creation and management processes, content manager, and content management tools are implemented.
- Create and configure the index file location linked to all documents which are saved on SharePoint for ease of document retrieval by users.
- Workflow automation is supported for content creation, collaboration, distribution, and approval.
- The functionalities of the content management tools are comprehensive enough to automate and support the end-to-end lifecycle of content.
- Content has rich metadata so that it can be searched, accessed, and shared easily.
 - o Existing content taxonomy has been optimized and multiple new taxonomies are developed to meet further needs from employees.

- All different taxonomy structures and metadata structures across all content, including knowledge, documents, and digital assets are consolidated respectively.
- Content is frequently updated and cleansed, and the reusability of content is therefore high. Content is starting to be created through crowd sourcing.
- Content has rich metadata so that it can be searched, accessed, and shared easily.
- 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.
- 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.
- The lifecycle of digital content is well managed, e.g., content at end of life is identified and disposed of on a regular basis.

b. Detailed Requirements

This section provides a set of detailed requirements for the three milestones expressed above.

- Microsoft SharePoint Online to be integrated with the ERP solution
- Microsoft SharePoint to be configured to seamlessly integrate with Office 365
- **Access Rights:** The service provider to ensure that there are proper rights on the part of the administrator to conduct the migration.
- **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.
- **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.
- **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. Additionally, 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.
- **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.
- **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.
- 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.

- The service provider shall ensure that there is correct account or resource mapping.
- **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.
- **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.
- **Optimisation:** Once the Migration is done the service provider need to optimize Microsoft SharePoint Online such that quality end-user experience is not compromised.
- **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.
- The service provider shall verify the customisations and optimisations, ensuring that they are 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.
- 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.
- 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.

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

- Work with NEDLAC ICT teams to identify users requiring access, remove users no longer requiring access and clear out 'orphan users' if any.
- Ensure NEDLAC have set guidelines for what permissions and access a group of users is going to need.
- Create Sites, Site Collections and Sub-Sites as and when required.
- Assign Site Owners
- 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.
- Test the migration and document such testing, with results and sign-off from various stakeholders to ensure smooth transition to the new solution.

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

5.1.15. Managed Support services Overview

a. Background:

The structured IT support and service management setup in the organization, encompasses; service desk support, advanced SLA desk support, regular meetings for escalation management and quality review, and periodic performance reporting.

Below is a breakdown of the components and processes described:

- **Service Desk Support:** This is the primary point of contact for end users throughout the organization. The service desk handles general IT support and user issues. They help and resolve common IT problems.
- **Advanced SLA Desk:** This is a specialized team that offers more advanced and specialized support for various critical services and systems within the organization. These services include servers, backups, firewall management, hardware, software support, and internet and voice services.
- **Service Level Agreements (SLAs):** SLAs define the expected level of service and response times for each category of support. The advanced SLA desk has strict SLAs due to the critical nature of the supported services.
- **Escalation Management:** Regular bi-weekly meetings are held to manage escalations and address any issues that require quick resolutions. Escalations could include more complex problems, critical outages, or breaches of SLAs.
- **Quality Review Meetings (Monthly):** These meetings are conducted on a monthly basis to assess the quality of work provided by the service desk. It involves reviewing reports and metrics to ensure that service standards are met.
- **Performance Reporting (Quarterly):** On a quarterly basis, consolidated reports are generated to provide an overview of the performance of the services provided by both the service desk and the advanced SLA desk. This reporting might include data on response times, issue resolution rates, and overall service quality.
- **Nedlac Internal Support:** This refers to support provided to Nedlac, which deals with the department, project, or entity within your organization. The support could encompass various IT services and have its own SLAs and performance reporting.
- This structure ensures that the organization's IT services are well-managed, with clear communication channels, specialized support for critical services, and ongoing assessment of service quality. It's a robust framework for maintaining the reliability and performance of the IT infrastructure.

b. Detailed requirements

- The successful bidder will be required to provide timely and effective response to user requests and resolution of all types of incidents. Restore normal service; record and fulfil user requests; and record, investigate, diagnose, escalate, and resolve incidents.
 - The Service Desk must be well managed by the appointed service provider through biweekly meetings and monthly SLA meetings.
 - On a quarterly basis a consolidated report per quarter will be submitted and reviewed to measure the services provided against the SLA.
 - Service provider must supply a robust solution including People, Process and Technology elements.
 - Service provider must have well-defined, proven, and efficient processes covering at least the following areas:
 - Incident Management
 - Problem Management
 - Change Management
 - Request Fulfilment
 - Service Level Management
 - Knowledge Base
 - Access Management
 - Service Asset and Configuration Management
 - Services provided by the ITSM system must enable different channels for logging requests. It must also include self-services capabilities for end users.

c. Governance & Documentation

- The successful bidder will be expected to analyse and articulate the requirements for the governance of ICT, and put in place and maintain effective enabling structures, principles, processes, and practices, with clarity of responsibilities and authority to achieve NEDLAC's goals, mission, and objectives.
- Service provider must maintain and document clear Standard Operating Procedures (SOPs). These SOPs should comprehensively cover all relevant areas of ICT processes.
- Service provider should regularly reassess and modify SOPs for relevance if necessary.
- Services provider should conduct quarterly refresher sessions for major SOP updates.

6. **DEFINITION OF WINNING**

6.1. NEDLAC has defined the following success measures and expectation management:

- a) Provide timely and effective response to user requests and resolution of all types of incidents and Projects.
- b) Restore normal service; record and fulfil user requests; and record, investigate, diagnose, escalate, and resolve incidents.

- c) Achieve increased productivity and minimise disruptions through quick resolution of user queries and incidents (i.e., SLA = 95% per month)
- d) Identify and classify problems and their root causes and provide timely resolution to prevent recurring incidents. Provide recommendations for improvements.
- e) Increase availability, improve service levels, reduce costs, and improve customer convenience and satisfaction by reducing the number of operational problems.
- f) Fixed support cost structure per user, including RMM tools with Anti-virus and malware protection across all managed devices.
- g) SharePoint support including the design and updating of SharePoint.
- h) Provide support for pre-existing software e.g., Mimecast, and migration of services.
- i) Run/perform in-depth network and security scans and provide support to IT audit findings.
- j) Back-up and restore services of all workstations onsite and remotely, and onsite servers. This includes all cloud services such as Microsoft 365.
- k) Disaster recovery services including Business continuity services.
- l) 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.
- m) Incidents must be handled in accordance with regulatory requirements, i.e., Protection of Personal Information Act (POPIA).
- n) 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.
- o) Existing content taxonomy has been optimized and multiple new taxonomies are developed to meet further needs from employees.
- p) All different taxonomy structures and metadata structures across all content, including knowledge, documents, and digital assets are consolidated respectively.
- q) Content is frequently updated and cleansed, and the reusability of content is therefore high. Content is starting to be created through crowd sourcing.
- r) Content has rich metadata so that it can be searched, accessed, and shared easily.
- s) 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.
- t) 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.
- u) The lifecycle of digital content is well managed, e.g., content at end of life is identified and disposed of on a regular basis.

7. PRICING SCHEDULE

Bidders are required to follow this format for their commercial submissions.

Item #	Service Name	Hours (Estimate)	Monthly Amount (Excl. VAT)	Total Amount (Incl. VAT)
1	Voice cloud-based (Telephony)			

2	Data 100 Mbps contention Ratio 1:1 (Internet, Business fibre connection)			
3	Redundancy link @15Mbps (secondary Link)			
4	Security at all levels (Hosted firewalls)			
5	Back-ups (O365 including one-drive, SharePoint, and Onsite servers)			
6	Patches management of all workstations including third-party applications			
7	Workstation antivirus protection			
8	Managed ICT assets hardware and software			
9	Managed ICT end-user support			
10	Document management			
11	SharePoint implementation and support including customization.			
13	Managed Governance and audit, framework: PMFA and CGICT;			
14	Implementation of the ICT Strategy for the duration of the contract.			
15	Provide an overview dashboard of the above and quarterly reports			
	Grand Total			

8. PRESENTATIONS

- 8.1. NEDLAC or its authorised representatives reserve the right to call any shortlisted bidder(s) for a presentation regarding any aspect of its bid.
- 8.2. Should NEDLAC decide to call for presentations, shortlisted bidders will be notified of their allocated time slot at least three days prior to the presentation.
- 8.3. Under no circumstances will a presentation by any bidder constitute an award or promise / undertaking to award the contract.

9. SUBMISSION OF DOCUMENTS

Bidders must submit the following documents:

- 9.1. A proposal outlining the approach and methodology as to the execution of the terms of reference.
- 9.2. Budget indicating all the cost assumptions and a maximum amount for the assignment. This includes pricing schedule.
- 9.3. Proof that the firm is in good standing with the South African Revenue Services (SARS).
- 9.4. Proof of Central Supplier Database (CSD) registration.
- 9.5. Entity ownership type and BBBEE certificate or affidavit.
- 9.6. 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.
- 9.7. Contactable references, supported by signed reference letters.
- 9.8. Details of similar projects for the past 5 years or more.
- 9.9. The service provider must submit the following mandatory documents:
 - Updated BBBEE certificate or sworn affidavit.
 - Proof of CSD registration.
 - Completed SBD forms.

9.10. 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:

- B-BBEE status Level 1 contributor: 20 points
- B-BBEE status Level 2 contributor: 16 points
- B-BBEE status Level 3 contributor: 10 points
- B-BBEE status Level 4 contributor: 8 points
- B-BBEE status Level 5 contributor: 6 points
- B-BBEE status Level 6 - 8 contributor: 0 points

10. SELECTION AND EVALUATION CRITERIA

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

- 10.1. Phase one: Compliance in line with the Nedlac Procurement Policy and submission of the requirement documentation.
- 10.2. Phase two: The matrix below will apply. The minimum functionality points of seventy (70) is required to qualify for phase three.
- 10.3. Phase three: Price and Specific goals

The below matrix will be used in scoring the proposals: Description of Quality Criteria and Sub-criteria		Scoring	Weight
Total Functionality		Total Score	100%
A. Approach and methodology in managing this project which should include:			
Interpretation of Terms of Reference to demonstrate understanding of what is required:			
1. Excellent understanding of what is required in terms of reference; an innovative and practical approach to developing the proposal; proposed project plan including milestones and timeframes.	5 = Excellent	35%	
2. Good understanding of what is required in terms of reference; practical approach and methodology; proposed project plan including milestones and timeframes.	4 = Good		
3. Satisfactory understanding of what is required in terms of reference; generic or textbook approach and methodology; proposed project plan including milestones and timeframes.	3 = Satisfactory		
4. Poor understanding (insufficient interpretation) of what is required in terms of reference and missing one of the following critical components.	2 = Poor		
5. Very poor understanding (incorrect interpretation) of what is required in terms of reference and missing one of the following critical components.	1= Very Poor		
6. No project plan was submitted.	0 = Not Acceptable		
B. Certified Expertise			
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.			

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, <u>BCS IT Governance & InfoSec Basis</u> , a Microsoft Certificate (MTA, MCSE, MS 100/101, MSCA), CISCO and IT architecture = Excellent	5 = Excellent	25%
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, <u>BCS IT Governance & InfoSec Basis</u> , a Microsoft Certificate (MTA, MCSE, MS 100/101, MSCA) = Good	4 = Good	
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, <u>BCS IT Governance & InfoSec Basis</u> , a Microsoft Certificate (MTA, MCSE, MS 100/101, MSCA) = Satisfactory	3 = Satisfactory	
30% or more of the team has a Higher Certificate at NQF 5 = Poor	2 = Poor	
The team members only possess a National Certificate and below NQF 4&3&2&1 = Not Acceptable	1 = Very poor	
No proof of Certified expertise provided	0= Not Acceptable	
C. Relevant experience		
To evaluate each of the above components, the following criteria will apply:		20%
6 and above years or more relevant experience = Excellent	5 = Excellent	
4 to 5 years' relevant experience = Good	4 = Good	
3 years' relevant experience = Satisfactory	3 = Satisfactory	
2 years' experience = Poor	2 = Poor	
1-year experience = Not Acceptable	1 = Very Poor	
No experience	0 = Not Acceptable	
D. Similar projects Completed		
A number of Completed Similar Projects:		20%
5 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 = Very Poor	
No Completed Similar Project with signed reference letters provided	0 = Not Acceptable	

11. SUBMISSION INSTRUCTIONS AND ENQUIRES

- 11.1. To be considered for appointment under this Request for Bid, service providers are required to submit a proposal of no more than 25 pages in length in no smaller than font size Arial 11.
- 11.2. Two (2) complete hard copy must be submitted.
- 11.3. The **Physical bid pack** must be submitted to Nedlac House at 14 Jellicoe Avenue, Rosebank, Johannesburg before the closing date and time.
- 11.4. Briefing Session
 - 11.4.1. A compulsory briefing session will be held from 10h00 to 10h30 noon on **20 November 2023**. This will be held online via Microsoft Teams ([Click here to join the meeting](#)) . People joining the session more than 15 minutes after the starting time noted (i.e., after 10h15) will be deemed not to have attended the briefing session.
 - 11.4.2. Information of providers who attended the briefing session, i.e. names and contact details, will be shared with other providers after the briefing session for the purpose of establishing potential bidding relationships. **In the event that a provider wishes that their information not be shared with other potential bidders, the provider must inform the NEDLAC representative hereof in writing prior to or at the latest on the day of the briefing session.**
 - 11.4.3. Any organisation wishing to bid must have at least one representative attending the briefing session. For bids from a Consortium or Joint Venture, the number of representatives must preferably be restricted to a reasonable number of attendees. A Consortium or Joint Venture must be represented by at least one of the Consortium or Joint Venture members (not one of the sub-contractors or the holding company representatives).
 - 11.4.4. A representative may represent more than one interested service provider as long as that bidder's name is reflected on the briefing session register in the same format as the name presented by the bidder in its ultimate bid submitted.
 - 11.4.5. It will not be accepted if a sub-contractor/ holding company/ subsidiary/ other representative attends the session without registering the name of the company or one of the JV/ Consortium members they are representing.
 - 11.4.6. Bids from organisations or consortia of organisations that have not met the attendance requirements will be deemed non-responsive. **Persons may not sign into the virtual briefing session and then leave the session before its end as this will also be regarded as non-attendance.**
 - 11.4.7. Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the bid, may be requested at the briefing session. Bidders are advised to study this document before attending the briefing session and to have all their questions ready.
 - 11.4.8. No minutes will be issued to bidders or potential bidders, but questions raised at the session and answers given, will be shared with attendees/ potential bidders.

- 11.5. Telephonic requests for clarification will not be accepted. Any clarification required by a bidder regarding the meaning or interpretation of any part of the Terms of Reference or any other aspect concerning the bid, is to be requested in writing (e-mail) to the following:
- a. Any enquires regarding the RFP should be emailed to sibongile@nedlac.org.za and;
 - b. Any technical enquiries should be emailed to Benedict@nedlac.org.za
- 11.6. Note that no late proposals will be considered.
- 11.7. Nedlac reserves the right to cancel this bid should such be deemed necessary.
- 11.8. **All bidders must sign a Bid submission register placed at Nedlac reception when they submit their Bids.**
-