



REQUEST FOR TENDER

SAQA 0002/17 IT

*Maintenance and Support of the SAQA
IBM Servers; VMWare vSphere and
vCenter, IBM Spectrum Protect and
VEEAM Availability Systems.*

*Compulsory Information Session:
24 January 2017 at 10:00*

Closing Date: 13 February 2017 at 11:00

TENDER NUMBER: SAQA 0002/17 IT

**COMPULSORY INFORMATION
SESSION:** 24 January 2017

TIME: 10h00

CLOSE DATE: 13 February 2017

TIME: 11h00

DESCRIPTION: Server and Software
Maintenance and Support (IBM
servers, VMWare vSphere and
vCenter Software, IBM Spectrum
Protect and VEEAM Availability
Systems)

See Special Conditions of Tender and Contract

Documents in tender document pack

Tenderers are to ensure that they have received all pages of this document, which consist of the following sub-documents:

- 1 Invitation to Tender
- 2 Special conditions of tender and contract
- 3 Evaluation criteria and process
- 4 Evaluation criteria
- 5 Bid Documentation
- 6 Period of Validity
- 7 Language
- 8 Compulsory Information Session
- 9 Submissions of Bids
- 10 Pricing
- 11 Additional Information
 - 11.1 Opening of Bids
- 12 Terms of Reference
- 13 Conditions of Tender
- 14 Conditions under which proposals are to be submitted
- 15 Organisation and Methodology

1. Invitation to Tender

YOU ARE HEREBY INVITED TO TENDER FOR A REQUIREMENT OF SAQA

TENDER NUMBER: SAQA 0002/17 IT CLOSING DATE: 13 February 2017

CLOSING TIME: 11:00

DESCRIPTION: Server and Software Maintenance and Support (IBM servers, VMWare vSphere and vCenter Software, IBM Spectrum Protect and VEEAM Availability Systems)

VALIDITY: Offer to be valid for 90 days from the closing date of the tender

The successful tenderer will be required to fill in and sign a written Contract Form

TENDER DOCUMENTS MAY BE: DEPOSITED IN THE TENDER BOX SITUATED
AT 1067 ARCADIA STREET
HATFIELD PRETORIA, GROUND FLOOR
RECEPTION AREA

No faxed or e-mailed tenders will be accepted

Tenderers should ensure that tenders are delivered before the closing date and time to the correct address. If the tender is late, it will not be accepted for consideration.

- Tenders can be delivered between 08:00 and 16:30, Monday to Friday prior to the closing date, and between 08:00 and 11:00 on the closing date.
- All tenders must be submitted on the official forms (not to be re-typed).
- This tender is subject to the General Conditions of Contract (GCC) and, if applicable, any other Special Conditions of Contract.
- Tenders submitted that do not comply with the following may not be considered for evaluation:
 - A tender that is not in the format prescribed.
 - A tender without some or all of the required documents.
 - Pricing schedules not in the required format.
 - Tenders without the required number of copies.
- Any queries regarding tendering procedures and technical information may be directed to:

Tender Procedures

Name: Lenette Venter

Tel.: 012 431 5062

E-Mail: lventer@saqa.co.za

OR Malesela Sebola

E-Mail: msebola@saqa.co.za

Technical Information

Lesedi Rapholo

Tel: 012 431 5158

E-Mail: LRapholo@saqa.co.za

All tenderers must furnish the following particulars and include it in their submission:

(Failure to do so may result in your tender being disqualified)

Name of tenderer:

Entity name:

VAT registration number

Postal address:

Street address:

Telephone number: Code: Number:

Cellular number:

Facsimile number: Code: Number:

E-Mail:

**Contact details of responsible person who will act on behalf of the entity/
consortium/joint venture for this tender**

Name and Surname:

Telephone number: Code: Number:

Cellular number:

Facsimile number: Code: Number:

E-Mail:

NB: THE NATIONAL TREASURY SCM INSTRUCTION NOTE NO. 4 OF 2016/17 STATE THAT BIDS MAY ONLY BE AWARDED TO SUPPLIERS AFTER VERIFYING THAT THEY ARE REGISTERED AS PROSPECTIVE SUPPLIERS ON THE CENTRAL SUPPLIER DATABASE (CSD). IN ORDER FOR SAQA TO VERIFY YOUR COMPANY'S REGISTRATION WITH CENTRAL SUPPLIER DATABASE (CSD) PLEASE PROVIDE THE FOLLOWING INFORMATION:

CSD SUPPLIER NUMBER	
UNIQUE REGISTRATION REFERENCE NUMBER:	

PROOF BY MEANS OF YOUR COMPANY'S CSD REPORT TO INDICATE THAT YOUR COMPANY IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD) MUST BE ATTACHED.

2. Special conditions of tender and contract

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
1. GUIDELINE ON COMPLETION					
1.1	Tenderers must indicate compliance or non-compliance on a paragraph-by-paragraph basis. Indicate compliance with the relevant tender requirements by marking the YES box and noncompliance by marking the NO box. If the contents of the paragraph only need to be noted, please mark the NOTED box. The tenderer must clearly state if a deviation from these requirements are offered and the reason therefore. If an explanatory note is provided, the paragraph reference must be attached as an appendix to the tender submission. Tenders not completed in this manner may be considered incomplete and rejected. Should tenderers fail to indicate agreement/compliance or otherwise, SAQA will assume that the tenderer is not in compliance or agreement with the statement(s) as specified in this tender.				
1.2	Proper tenders for the services specified must be submitted.				
2. GENERAL CONDITIONS OF CONTRACT					
2.1	The General Conditions of Contract must be accepted.				
3. ADDITIONAL INFORMATION REQUIREMENTS					
3.1	During evaluation of the tenders, additional information may be requested in writing from tenderers. Replies to such request must be submitted, within 5 (five) working days or as otherwise indicated. Failure to comply, may lead to your tender being disregarded.				
4. VENDOR INFORMATION					
4.1	All tenderers will be required to complete a vendor information form detailing the organisation's complete profile.				
5. QUESTIONNAIRE: BROAD BASED BLACK ECONOMIC EMPOWERMENT					
5.1	All tenderers will be required to complete a Broad Based Black Economic Empowerment form detailing the organisation's profile.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
6. CONFIDENTIALITY					
6.1	The tender and all information in connection therewith shall be held in strict confidence by tenderers and usage of such information shall be limited to the preparation of the tender.				
6.2	All tenderers are bound by a confidentiality agreement preventing the unauthorised disclosure of any information regarding SAQA or of its activities to any other organisation or individual. The tenderers may not disclose any information, documentation or products to other clients without written approval of SAQA.				
7. INTELLECTUAL PROPERTY, INVENTIONS AND COPYRIGHT					
7.1	Copyright of all documentation relating to this assignment belongs to SAQA. The successful tenderer may not disclose any information, documentation or products to other clients without the written approval of SAQA.				
7.2	In the event that the Company would like to use any information or data generated in terms of the Services, the prior written permission must be obtained from SAQA.				
7.3	SAQA shall own all materials produced by the Company during the course of, or as part of the Services.				
7.4	This clause 7 shall survive termination of this Agreement.				
8. PAYMENTS					
8.1	SAQA will pay the Company the Fee as set out in the final contract. No additional amounts will be payable by SAQA to the contractor.				
8.2	The contractor shall from time to time during the duration of the contract, invoice SAQA for the services rendered. No payment will be made to the contractor unless an invoice has been submitted to SAQA.				
8.3	Payment shall be made into the tenderer's bank account formally within 30 days after receipt of an acceptable, valid invoice. (Banking details must be submitted as soon as this tender is awarded).				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
8.4	The contractor shall be responsible for accounting to the appropriate authorities for its Income Tax, VAT or other moneys required to be paid in terms of applicable law.				
9. NON-COMPLIANCE WITH DELIVERY TERMS					
9.1	As soon as it becomes known to the contractor that he will not be able to deliver the goods/services within the delivery period and/or against the quoted price and/or as specified, SAQA must be given immediate written notice to this effect. SAQA reserves the right to implement remedies as provided for in the GCC.				
10. WARRANTS					
10.1	The Company warrants that: It is able to conclude this Agreement to the satisfaction of SAQA.				
10.2	Although the contractor will be entitled to provide services to persons other than SAQA, the contractor shall not without the prior written consent of SAQA, be involved in any manner whatsoever, directly or indirectly, in any business or venture which competes or conflicts with the obligations of the contractor to provide the Services.				
11. PARTIES NOT AFFECTED BY WAIVER OF BREACHES					
11.1	The waiver (whether express or implied) by any Party of any breach of the terms or conditions of this Agreement by the other Party shall not prejudice any remedy of the waiving party in respect of any continuing or other breach of the terms and conditions hereof.				
11.2	No favour, delay, relaxation or indulgence on the part of any Party in exercising any power or right conferred on such Party in terms of this Agreement shall operate as a waiver of such power or right nor shall any single or partial exercise of any such power or right under this Agreement.				
12. RETENTION					
12.1	On termination of this agreement, the contractor shall on demand hand over all documentation, information, software, etc., without the right of retention, to SAQA.				
12.2	No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force and effect unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
13. SUBMITTING TENDERS					
13.1	An original plus three copies of the tender, i.e. four documents in total and should be handed in/delivered to:				
13.2	Deputy Director: Supply Chain Management The South African Qualifications Authority (SAQA) 1067 Arcadia Street, Hatfield, Pretoria 0083				
	NB: Tenderers are to indicate on the cover of each document whether it is the original or a copy				
13.3	Tenders should be in a sealed envelope, marked with: <ul style="list-style-type: none"> ▫ Tender number (SAQA 0002/17 IT) ▫ Closing date and time (13 February 2017 @ 11:00) ▫ The name and address of the tenderer 				
14. LATE TENDERS					
14.1	Late submissions may not be accepted. A submission will be considered late if it arrived only one second after 11:00 or any time thereafter. The tender (tender) box shall be locked at exactly 11:00 and tenders arriving late will not be accepted under any circumstances. Tenderers are therefore strongly advised to ensure that tenders be dispatched allowing enough time for any unforeseen events that may delay the delivery of the tender.				
15. BRIEFING SESSION AND CLARIFICATIONS					
15.1	COMPULSORY INFORMATION SESSION 24 January 2017 10h00 SAQA House Building 1067 Arcadia Street Hatfield, Pretoria				
15.1.1	Any clarification required by a tenderer regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the tender, is to be requested in writing (letter, facsimile or e-mail) from Lenette Venter. The tender number should be mentioned in all correspondence.				
16. FORMAT OF TENDERS					
16.1	Tenderers must complete all the necessary tender documents and undertakings required in this tender document. Tenderers are advised that their proposal should be concise, written in plain English and simply presented.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
16.2	Tenderers are to set out their proposal in the following format:				
16.2.1	Part 1: Invitation to Tender				
16.2.2	Part 2: Compliance to Special Conditions of Tender and Noting of Evaluation Process and Criteria				
16.2.3	Part 3.1: CSD Registration Report and SARS Tax Clearance Certificate(s) Part 3.2: B-BBEE Certificate				
16.2.4	Part 4: Declaration of interest				
16.2.5	Part 5: Declaration of tenderer's past supply chain management practices				
16.2.6	Part 6: Technical approach (Methodology and approach)				
16.2.7	Part 7: Experience in this field				
16.2.8	Part 8: Pricing Schedule.				
17. DETAIL OF PROPOSAL DOCUMENTS					
17.1	Part 1: Invitation to Tender Tenderers must complete and submit the "Invitation to Tender" document.				
17.2	Part 2: Compliance to Special Conditions of Tender and Noting of Evaluation Process and Criteria Indicate compliance/non-compliance or noted. In case of non-compliance details and referencing to the specific paragraph is required.				
17.3	Part 3.1: Central Supplier Database (CSD) Registration and SARS Tax Clearance Certificate <i>(Please refer to www.csd.gov.za)</i> A CSD Registration Report must be submitted with the proposal. The CSD Registration Report must clearly indicate that the prospective service provider has a compliant SARS Tax Clearance Certificate and the BBBEE status must be indicated. In case of a consortium/joint venture, or where subcontractors are utilised, a CSD report for each consortium/ joint venture member and/or subcontractor (individual) must be submitted. Part 3.2: B-BBEE Certificate An accredited B-BBEE Certificate must accompany the proposal. Complete and sign SBD6.1 Form.				
17.4	Part 4: Declaration of Interest Tenderers must complete and submit the Declaration of Interest.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
17.5	Part 5: Declaration of tenderer's past supply chain management practices				
17.5.1	Tenderer's must complete and submit all required documentation; SBD4; SBD 6.1; SBD 8 and SBD 9 Forms				
17.6	Part 6: Technical approach Tenderers must, at least:				
17.6.1	Provide an overview of the methodology that is followed by them e.g. approach that is required				
17.6.2	Describe, in detail, exactly how they propose to carry out the activities to achieve the outcomes identified in the terms of reference. They should identify any possible problems that might hinder delivery and indicate how they will avoid, or overcome such problems.				
17.6.3	Identify the position(s) involved in the direct delivery of the service to be provided and in the overall management of the work and name the people who will fill these positions.				
17.6.4	Describe the tasks, duties or functions to be performed by staff in these positions.				
17.7	Part 7: Experience in this field				
17.7.1	Tenderers should provide at least the following information: <ul style="list-style-type: none"> ▫ Details of contracts for similar work within the last 4 years. ▫ Contact details of a minimum of 3 organisations for which work was done. Reference letters to be attached to the proposal 				
17.8	Part 9: Pricing Schedule				
17.8.1	All costs related to this assignment are to be allowed for in the pricing schedule and in the formats prescribed. The proposed totals for fees and reimbursables will be included in the contract as the maximum amount to be spent on these items.				
17.8.2	A pricing schedule with one of the specified elements (fees and reimbursable costs) omitted from the costing, may be considered non-responsive.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
17.9	Fees				
17.9.1	Completed Vendor Information form & required source documents. Payment details and proof of bank account (cancelled cheque) will only be required from the successful tenderer.				
18. PRESENTATIONS					
18.1	SAQA reserves the right to invite tenderers for presentations before the award of the tender.				
19. NEGOTIATIONS					
19.1	SAQA has the right to enter into negotiation with a prospective contractor regarding any terms and conditions, including price(s), of a proposed contract.				
19.2	SAQA shall not be obliged to accept the lowest of any quotation, offer or proposal.				
19.3	Despite preferential procurement regulations 3(4), 4(4), 5(4), 6(4) and 8(8) that state that only the proposal with the highest number of points may be selected, a contract may, on reasonable and justifiable grounds, be awarded to a proponent that did not score the highest number of points.				
19.4	All tenderers will be informed whether they have been successful or not. A contract will only be deemed to be concluded when reduced to writing in a contract form signed by the designated responsible person of both parties.				
19.5	Documents submitted by tenderers will not be returned.				
20. DOMICILIUM					
20.1	The parties hereto choose domicilia citandi et executandi for all purposes of and in connection with the final contract as follows:				
	The South African Qualifications Authority (SAQA) 1067 Arcadia Street Hatfield Pretoria 0083				
	The Service Provider:				

3. Evaluation criteria and process

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
1. EVALUATION PROCESS					
1.1 COMPLIANCE WITH MINIMUM REQUIREMENTS					
1.1.1	All bids duly lodged will be examined to determine compliance with bidding requirements and conditions. Bids with obvious deviations from the requirements/conditions, will be eliminated from further adjudication.				
1.2 PRICE, FUNCTIONALITY AND PREFERENCE POINTS					
1.2.1	All remaining bids will be evaluated as follows:				
1.2.2	80 Marks will be awarded for price and 20 marks will be awarded for specific goals set out in the preference points claim form(s).				
1.3 DETERMINATION OF PERCENTAGE FOR FUNCTIONALITY					
1.3.1	The evaluation criteria and weights for functionality as indicated in the table in paragraph 4, will apply.				
1.3.2	<p>The percentage scored for functionality should be calculated as follows:</p> <p>Each panel member shall award values for each individual criterion on a score sheet. The value scored for each criterion shall be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for the various criteria. These marks should be added to obtain the total score. The following formula should then be used to convert the total score to a percentage for functionality:</p> $Ps = \frac{So}{Ms} \times Ap$ <p>Where</p> <p>Ps = percentage scored for functionality by bid/proposal under consideration</p> <p>So = total score of bid/proposal under consideration</p> <p>Ms = maximum possible score</p> <p>Ap = percentage allocated for functionality</p> <p>The percentages of each panel member shall be added together and divided by the number of panel members to establish the average percentage obtained by each individual bidder for functionality.</p>				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
	After calculation of the percentage for functionality, the prices of all bids that obtained the minimum score (80%) for functionality should be taken into consideration.				
1.4 ELIMINATION OF PROPOSALS ON GROUNDS OF FUNCTIONALITY					
1.4.1	Bids that score less than 80% of the marks available for functionality will be eliminated from further consideration. Points will therefore not be awarded for their cost proposals or for preference.				
1.5 DETERMINATION OF PERCENTAGE FOR PRICE					
1.5.1	The percentage scored for price shall be calculated as follows: The lowest acceptable bid/proposal (adjusted or not), will obtain the maximum percentage allocated for price. The other bids/proposals with higher prices (adjusted or not), will proportionately obtain lower percentages.				
1.6 CALCULATION OF POINTS FOR PRICE					
1.6.1	The percentage scored for price shall be calculated as follows: The lowest acceptable bid/proposal (adjusted or not), will obtain the maximum percentage allocated for price. The other bids/proposals with higher prices (adjusted or not), will proportionately obtain lower percentages.				
1.6.2	The points scored out of 80 shall be calculated according to the following formula. The 80/20 preference point system (up to R1 Million) $Ps = 80 \left(1 - \frac{Hs - Rs}{Rs} \right)$ Where Ps = points scored for price of the bid/proposal under consideration Hs = price by bid/proposal under consideration Rs = lowest acceptable price				
No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation

1.7 AWARDING OF POINTS FOR PREFERENCES/GOALS				
1.7.1	Points for any specific preferences will be awarded according to the formula(e) indicated in the preference points claim form(s), refer to no. 1.8, Preference Points Claim Form in Terms of the Preferential Procurement Regulations, 2001.			
1.8 COMBINING FUNCTIONALITY, PRICE AND PREFERENCE POINTS				
1.8.1	The preference points for each bid will now be added to the price mark for that bid.			
1.8.2	The Evaluation Committee may recommend that the contract be awarded to the bidder obtaining the highest aggregate mark as determined by 1.8.1 or to a lower scoring bid on justifiable grounds.			
1.9 ADJUDICATION OF BID				
1.9.1	The Evaluation Committee will evaluate and make recommendation to the Procurement Committee. Procurement Committee will consider and make recommendation to Finance Committee. The Finance Committee will consider the recommendations and make the final award. The successful bidder will usually be the service provider scoring the highest number of points or it may be a lower scoring bid on justifiable grounds or no award at all.			

4. EVALUATION CRITERIA

The evaluation criteria are as follows:

CRITERION	WEIGHT
PHASE 1: FUNCTIONALITY	
The service provider must have the appropriate certification for providing a maintenance and support service to each of the following:	
AIX	10
IBM Spectrum Protect (TSM)	10
VMWARE vSphere and vCenter	10
VEEAM Availability Software	10
IBM x and p series servers	10
CV's of at least two technicians that shows qualification, skills and experience in each of the following software and hardware products:	
AIX	2 x 10
Linux	2 x 10
IBM Spectrum Protect (TSM)	2 x 10
VMWare	2 x 10
VEEAM	2 x 10
IBM Hardware (including servers tape drives)	2 x 10
References of similar work done	
At least two reference letters of similar work recently done for other clients	2 x 10
Service Level Management	
Ability to adhere to service levels	10
TOTAL SCORE FOR FUNCTIONALITY	200
Bidders MUST score 80% for phase 1 to qualify for further evaluation	
Bidders that fail to score 80% will be disqualified for being technically non-compliant and will not be considered for Phase 2	
2. PHASE 2: PRICE	
2.1 Relative competitiveness of proposed price	80 Points
TOTAL SCORE FOR PRICE	80 Points
3. PREFERENCE POINTS	
EQUITY (20 Points)	
Level 1	20
Level 2	18
Level 3	16
Level 4	12
Level 5	8
Level 6	6
Level 7	4
Level 8	2
Non-compliant contributor	0

5. BID DOCUMENTATION

It is very important that the standard bid documentation included in this bid document be completed and submitted as part of the proposal. Failure on the part of the bidder to complete the attached documentation may lead to disqualification.

Attached Documents	Reference
Invitation to Bid	SBD 1
Central Supplier Database Registration	www.csd.gov.za
Tax Clearance Requirements	SBD 2
Pricing Schedule – Firm Prices	SBD 3.3
Declaration of Interest	SBD 4
Preference points claim form in terms of the Preferential Procurement Regulations 2011	SBD 6.1
Declaration of Bidder's pas Supply Chain Management Practices	SBD 8
Certificate of Independent Bid Determination	SBD 9
Organisation and methodology	Refer to par. 15

[To be drawn up by the bidder using the format as per paragraph 15 of this bid document]

6. PERIOD OF VALIDITY

Bidders shall be bound by their proposals for a period of **90 days** from the deadline for the submission of bids.

7. LANGUAGE

The proposals, all correspondence and documents related to the bid document exchanged by the bidder and SAQA must be written in the language of the procedure – **English**.

Supporting documents and printed literature furnished by the bidder may be in another language, provided they are accompanied by an accurate translation into the language of the procedure. For the purposes of interpretation of the bid, the language of the procedure will prevail.

8. COMPULSORY INFORMATION SESSION

Date: 24 January 2017
Time: 10h00
Place: SAQA House Building
1067 Arcadia Street
Hatfield, Pretoria

9. SUBMISSION OF BIDS

Proposals must be received before the deadline as indicated in the bid document. They must include the signed standard bid documentation and all other relevant documents required and submitted at the following address:

<p><u>Physical Address</u> South African Qualifications Authority SAQA House Building 1067 Arcadia Street Hatfield, Pretoria, 0083</p>
--

Bidders shall comply with the following conditions:

All bids to be submitted in one original marked “original”, and 3 (three) copies signed in the same way as the original and marked “copy”.

All bids must be received before 11.00 on Monday 13 February 2017.

All bids, including annexures and all supporting documents, to be submitted in a sealed envelope bearing only:

- (a) *the above address*
- (b) *the reference code of this bid, **Reference: SAQA 0002/17 IT***
- (c) *the words “Not to be opened before the bid opening session” in the language of the bid document - **English***
- (d) *The name of the bidder, telephone number and address*

10. PRICING

Bidders shall be deemed to have satisfied themselves, before submitting their proposal(s), as to its/their correctness and sufficiency, to have taken account of all that is required for the full and proper performance of the contract and to have included all costs in their rates and prices.

11. ADDITIONAL INFORMATION BEFORE THE DEADLINE FOR SUBMISSION OF TENDERS

Bidders may submit questions in writing to the following address, specifying:

Reference number: SAQA 0002/17 IT

The contract title: Server and Software Maintenance and Support (IBM servers, VMWare vSphere and vCenter Software, IBM Spectrum Protect and VEEAM Availability Systems)

Contact name: Lenette Venter
Deputy Director: Supply Chain Management

Postal address: SOUTH AFRICAN QUALIFICATIONS AUTHORITY,
Post Net Suite 248, Private Bag X06, WATERKLOOF, 0145

Physical address: SOUTH AFRICAN QUALIFICATIONS AUTHORITY,
SAQA House Building, 1067 Arcadia Street, Hatfield, Pretoria
0081

E-mail: lventer@saqa.co.za

Any prospective bidders seeking to arrange individual meetings with SAQA during the bid period may be excluded from the bid procedure.

11.1 OPENING OF BIDS

The opening and examination of bids shall be for the purpose of checking whether the bids are complete, whether the documents have been properly signed and whether the bid proposals are generally in order.

In the interests of transparency and equal treatment and without being able to modify their proposals, bidders may be required, at the sole written request of the evaluation committee, to provide clarifications within 48 hours. Any such request for clarification must not seek the correction of formal errors or major restrictions affecting performance of the contract or distorting competition.

Any attempt by a bidder to influence the evaluation committee in the process of examination, clarification, evaluation and comparison of bids, to obtain information on how the procedure is progressing or to influence SAQA in its decision concerning the award of the contract shall result in the immediate rejection of its bid.

All bids received after the deadline for submission specified in the procurement notice or these instructions will be kept by SAQA. No liability can be accepted for late delivery of bids. **Late bids may be rejected and not be evaluated.**

In no event shall SAQA be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of a bid even if the Contracting Authority has been advised of the possibility of damages. The publication of a procurement notice does not commit SAQA to implement the programme or project announced.

12. TERMS OF REFERENCE

12.1 BACKGROUND

SAQA is hosting its data center onsite. Power is maintained by 2 x UPS inverters and battery packs. No emergency generators exist. A smaller system is maintained at a disaster recovery site in Midrand.

Redundancy is built into the data center at all levels.

The SAQA IBM servers (x and p series) have a mixture of operating systems, including AIX, Fedora, Centos and Windows Server at different versions installed.

The content of the data center is listed in tables 1.1. and 1.2. below:

1.1 Hardware

	Description	Quantity ¹
Physical Servers	pSeries Server (p6, 7, 8)	4 (1 offsite)
	vCenter server	2 (1 offsite)
	ESX servers	8 (2 offsite)
	VMware	7 (1 offsite)
	IBM x Series Servers	4 (1 offsite)
	IBM TS3200 (Tape Library)	1
	IBM x Series (TSM) Servers	1 (offsite)
	IBM TS3100 (Tape Library)	1 Offsite

E&OE

1.2 Software

Software	Description
Primary Site	AIX and other Linux O/S, Windows Server
	IBM Spectrum Protect (previously Tivoli Storage Manager (TSM))
	VMWare vSphere and vCenter
	VEEAM Availability Suite
DR Site	AIX and Linux
	Tivoli Storage Manager (TSM)
	VMWare vSphere and vCenter
	VEEAM Availability Suite

E&OE

1.3 Storage Area Network (SAN)

All servers are linked to a storage area network (SAN) provided by EMC² (VNX 5400).

¹ Failover system on site included in the quantity; offsite is DR

12.2 SCOPE

The scope includes the maintenance and support of servers with AIX & Linux software operating systems, the IBM Spectrum Protect, formally Tivoli Storage Management (TSM), VMware vCenter and vSphere Software and VEEAM Availability Suite at the South African Qualifications Authority (SAQA) including all the virtual servers created in the VMWare environment.

The following requirements relate to the AIX and other Linux operating systems, VMWare vCenter and vSphere software (version 6), IBM Spectrum Protect software and VEEAM Backup and Replication Software (Version 9.5.0.711). Included are the Windows operating systems on some of the virtual machines.

12.2.1 Operating systems and software maintenance and support

- a. Install and maintain server operating software (e.g. AIX and related software) in accordance with acceptable standards;
- b. Proactive software and operating system patches and upgrades (Versions & Technology Levels as required and/or recommended by software owners;
- c. Perform systems programming, maintenance and utility support;
- d. Maintain equipment configuration, integration and inter-connectivity between servers;
- e. Configure servers and software with new versions when required;
- f. Provide resolution of server related incidents and problems;
- g. Evaluate, develop, implement, integrate, and maintain appropriate tools and processes for the provision of the services;
- h. Performing analysis and applying standards to optimize use of resources.
- i. Manage uptime and downtime of systems due to power failures.²

² SAQA does not have standby generators but only two UPS battery packs.

12.2.2. IBM Spectrum Protect (Previously known as Tivoli Storage Manager)

- a. Install and maintain TSM software in accordance with acceptable standards;
- b. Proactive apply TSM software patches and upgrades (Versions & Technology Levels) as required and/or recommended by software owners;
- c. Perform TSM maintenance and utility support;
- d. Configure TSM software with new versions when required;
- e. Provide resolution of server related incidents and problems related to TSM;
- f. Evaluate, develop, implement, integrate, and maintain appropriate tools and processes for the provision of the TSM services;
- g. Perform bi-annual Disaster Recover (DR) testing of the supported environment at another site identified for the DR purposes;
- h. Assist the IT Directorate in the recovery/restore of lost data and/or servers when required;
- i. Proactive monitoring of performance metrics and act on any related issues.
- j. Skills transfer to SAQA staff.
- k. Daily reporting of back-up status and root cause analysis and resolution of any backup failures.
- l. Manage uptime and downtime of TSM of systems due to power failures.³
- m. Identify hardware, software and process enhancement opportunities for improved performance.
- n. Provide technical support, advising and interfacing with IT staff as necessary for the provision of the services;
- o. Trend analysis of resource usage and reporting of future needs.
- p. Provide written monthly reports on the status of the maintenance and support effort.

³ SAQA does not have standby generators but only two UPS battery packs.

12.2.3. VMWare Support

- a. Proactive apply VMWare software configuration, patches and upgrades (Versions & Technology Levels) as required and/or recommended by software owners;
- b. Provide resolution of server related incidents and problems;
- c. Evaluate, develop, implement, integrate, and maintain appropriate tools and processes for the provision of the services;
- d. Proactive monitoring of performance metrics and act on any related issues.
- e. Proactive monitoring of availability of ESX infrastructure, network and storage.
- f. Skills transfer to SAQA staff.
- g. Manage uptime and downtime of systems due to power failures.⁴
- h. Perform analyses and enforce industry standard security best practices;
- i. Provide technical support, advising and interfacing with IT staff as necessary for the provision of the services;
- j. Trend analysis of resource usage and reporting of future needs.
- k. Assist with the creation and modification of virtual servers.

12.2.4. VEEAM Support

- a. Install and maintain VEEAM software in accordance with acceptable standards;
- b. Proactive apply VEEAM software patches and upgrades (Versions & Technology Levels) as required and/or recommended by software owners;
- c. Perform VEEAM maintenance and utility support;
- d. Maintain equipment configuration, integration and inter-connectivity between servers;
- e. Provide resolution of server related incidents and problems;

⁴ SAQA does not have standby generators but only two UPS battery packs.

- f. Perform bi-annual Disaster Recover (DR) testing of the supported environment at another site identified for the DR purposes;
- g. Assist the IT Directorate in the recovery/restore of lost data and/or servers when required;
- h. Proactive monitoring of performance metrics and act on any related issues.
- i. Skills transfer to SAQA staff.
- j. Daily reporting of back-up status and root cause analysis and resolution of any backup failures.
- k. Manage uptime and downtime of systems due to power failures.⁵
- l. Perform analyses and enforce industry standard security best practices;
- m. Provide recommendations for equipment configuration and connectivity;
- n. Provide advice and guidance regarding the technical aspects that may improve or impact the provision of the services.
- o. Trend analysis of resource usage and reporting of future needs.
- p. Provide written monthly reports on the status of the maintenance and support process;

12.2.2 Hardware maintenance and Support

- a. Proactive upgrading of all firmware and microcode of supported servers as required and/or recommended by hardware brand owners and in accordance with acceptable standards;
- b. Liaise with brand providers (e.g. IBM) where necessary with calls logged with brand provider, which includes inter alia: Identification of the problem, liaising with brand provider CE's and any escalations with the provider or third party that may be required.

12.3 Service Levels

The following maintenance, support and administration are required:

- a) Standard support during office hours - (8hours x 5days)
- b) Scheduled changes including power failures - 24 X 7 (all hours)

⁵ SAQA does not have standby generators but only two UPS battery packs.

The following service levels must be adhered to:

Event	Definition	Mean Time to Response	Mean time to Repair*
Priority Level 1	Complete system failure affecting majority or all users	< 2 hours (h)	< 4 h
Priority Level 2	Partial system failure affecting specific users or system is functional but in a degraded state	< 4 h	< 8 h
Priority Level 3	Minimal service failure with minimal impact on users	< 6 h	< 24 h
Priority Level 4	Maintenance or approved enhancements	< 8 h	Scheduled

*Note: Dependency on third party vendors considered

12.4 DURATION OF CONTRACT

The contract will be for **two (2) years** and will be reviewed annually.

12.5 PROPOSAL

The Maintenance and Support Services proposal must contain the following:

- a) At least two CVs of staff members who can perform the maintenance and functions with full disclosure of their qualifications*, relevant certifications and number of years of relevant experience gained;
- b) At least two reference letters with contact details from clients where the service provider has previously conducted a similar maintenance and service (reference letters from SAQA for a similar project must be excluded);
- c) A detailed project plan for the contract period and covering paragraphs (3.2) and (3.3). Resource allocation, time spent and approximate cost (rates per hour) must be included;
- d) Details of how service levels are going to be managed and reported on.
- e) Details of how the maintenance and services are going to be rendered onsite and offsite (remotely);
- f) Risk management and communication strategy;
- g) Method of skills transfer to SAQA IT staff (training excluded);

The procurement of hardware and software is excluded from this service.

The Maintenance and Support Services proposal must meet all other tender requirements and procedures.

* Please note that qualifications may be NQF based as well as acknowledged IT certification. Vetting of qualifications is the responsibility of the service provider.

12.6 PRESENTATION

Candidate service providers are expected to make presentations to a SAQA representative committee when required.

12.7 CONTRACTING

The successful bidder must sign a contract and service level agreement with SAQA before services could be rendered.

13. CONDITIONS UNDER WHICH PROPOSALS ARE TO BE SUBMITTED

- 13.1 SAQA reserves the right to reject any tender that, in its opinion, is not suitable for the purpose of this project.
- 13.2 Contractors may be penalised for not meeting performance levels. Where such shortfalls exist, notification and warning(s) will precede any such penalty to correct the situation promptly.
- 13.3 SAQA reserves the right to terminate this appointment or temporarily defer the work, or any part thereof, at any stage of completion should it be decided not to proceed with the project. Should either party due to reasons not attributable to the contractor terminate the agreement between SAQA and the service provider, the service provider will be remunerated for the appropriate portion of work completed.
- 13.4 The professional persons proposed for use on the project shall remain in use on the project unless permission is granted by SAQA to change the staffing proposal. Such permission will only be granted in exceptional cases.
- 13.5 No material or information derived from the provision of the services under the contract may be used for any purposes other than those of SAQA, except where authorized in writing to do so by SAQA.
- 13.6 The bidder will be disqualified should any attempt be made by the service provider, either directly or indirectly, to canvass SAQA, or any of its employees in respect of a bid between the date of the tender and the date of award.
- 13.7 The copyright of all documents and electronic aids, software etc, prepared or developed in terms of this appointment shall be vested in SAQA.
- 13.8 SAQA reserves the right not to accept the lowest quotation, as the quality of the bid proposal and the potential to implement will play a major role when the bid proposals are evaluated. Similarly SAQA is not bound to select any of the service providers pitching for the bid.
- 14.8.1 SAQA reserves the right to award only part of the contract, if deems it necessary.

14. ORGANISATION AND METHODOLOGY

To be completed by the Bidder

RATIONALE

- Any comments on the Terms of Reference of importance for the successful execution of activities, in particular its objectives and expected results, thus demonstrating the degree of understanding of the contract. **Any comments contradicting the Terms of Reference or falling outside their scope will not form part of the final contract.**
- An opinion on the key issues related to the achievement of the contract objectives and expected results.
- An explanation of the risks and assumptions affecting the execution of the contract.

METHODOLOGY

- The timing, sequence and duration of the proposed activities, taking into account mobilisation time
- The identification and timing of major milestones in execution of the contract, including an indication of how the achievement of these would be reflected in any reports, particularly those stipulated in the Terms of Reference.

**PRICING SCHEDULE – FIRM PRICES
(SERVICES)**

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

Name of bidder..... Bid number: SAQA 0002/17 IT

Closing Time 11:00 on 13 February 2017

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

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY (INCLUDING VAT)
----------	----------	-------------	---

ALL PRICING INCLUSIVE OF VAT SHOULD BE SUBMITTED USING THIS FORM OR CLEARLY MARKED ATTACHMENT.

NB: PLEASE REFER TO THE TERMS OF REFERENCE

Please ensure that firm prices are quoted for each of the 2 years.

Year 1 R.....

Year 2 R.....

TOTAL PRICE FOR PERIOD OF 2 YEARS R.....

- Does offer comply with terms of reference? *YES/NO
- If not, indicate deviation(s)

***Delete if not applicable**

**VENDOR REGISTRATION/MAINTENANCE
FORM**



DIRECTORATE: FINANCE AND ADMINISTRATION

I hereby request that the following vendor be added to our ACCPAC vendor list

Requested by:	Approved by Director:
Date:	Date:

Vendor registered on Accpac already?	Yes/No
---	---------------

Tax Clearance Certificate Attached?	Yes/No
--	---------------

Company Name/Claimant:

VAT No./ID No.

Physical Address:

Area Code:

Postal Address:

Postal Code:

Contact Person:

Tel No.:

Fax No.:

Core Business of Vendor

E-Mail: (for remittance advices)

BANKING DETAILS

Banking details to be submitted on a letterhead or a Canceled Cheque as confirmation thereof

Account No.:	Bank:
---------------------	--------------

Branch Code:

For use by SAQA: Directorate Finance and Administration

Vendor/Claimant No.:

Approved by: **Date:**

Captured by: **Date:**

**PRICING SCHEDULE – FIRM PRICES
(SERVICES)**

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

Name of bidder.....	Bid number: SAQA 0002/17 IT
Closing Time 11:00 on 13 February 2017	

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

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY (INCLUDING VAT)
----------	----------	-------------	---

ALL PRICING INCLUSIVE OF VAT SHOULD BE SUBMITTED USING THIS FORM OR CLEARLY MARKED ATTACHMENT.

NB: PLEASE REFER TO THE TERMS OF REFERENCE

Please ensure that firm prices are quoted for each of the 2 years.

Year 1 R.....

Year 2 R.....

TOTAL PRICE FOR PERIOD OF 2 YEARS R.....

- Does offer comply with terms of reference? *YES/NO
- If not, indicate deviation(s)

***Delete if not applicable**