



STATE DIAMOND TRADER

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225 Main Street, Johannesburg 2001

SUBMISSIONS ARE HEREBY INVITED AS FOLLOWS: TENDER FOR ICT MANAGEMENT SERVICES

TENDER NUMBER 06/2016_17

1. CONTEXT

The State Diamond Trader requires an ICT management company to provide a broad range of ICT support services that is efficient, user-friendly and cost effective solutions that will support our business.

2. SCOPE OF SERVICE

The appointed ICT management company will be required to provide expert advice on maintenance of its current infrastructure and management services of the following:

SERVICES

Maintenance

- Server Solutions
- Network Security
- Managed services for proactive server maintenance and infrastructure support
- Wireless connectivity
- VOIP Solutions

- ADSL solutions
- Diginet Line
- ADSL VPN for offsite access to emails and/or other functions
- Remote desktop support
- Helpdesk support

- Website Hosting
- Procurement of Hardware infrastructure
- Offsite backups

Other

- Review or Develop ICT Policies/Procedures; ICT Risk Register
- Review ICT strategy and prepare Implementation plans on identified approved strategies
- Review Disaster Recovery Plan

3. COST EFFECTIVE

- 3.1 The ICT management company should negotiate discounted rates where possible that will benefit the State Diamond Trader.
- 3.2 In line with the cost containment measure, the entity has the right to utilise internal staff to assist with support services.

4. SUPPORT SERVICES

- 4.1 The ICT management company/reporting team will be compelled to:
- 4.1.1 Provide reports on all ICT related matters, on inter alia summarised managed services, VOIP usage, Fax, and DR server report.
- 4.1.2 Provide separate audit reports for management.
- 4.1.3 Hold meetings on scheduled dates to discuss reports, problems, new developments which will enhance service delivery or any matter of mutual interest. The monthly meetings are compulsory for the key account manager and failure to attend 2 (two) consecutive meetings will result to and be recorded as non-compliance and relevant action will be taken.
- 4.1.4 Provide the names and telephone numbers of personnel available on a 24-hour basis must be made available to the State Diamond Trader.
- 4.1.5 Ensure confidentiality in all respects of ICT related matters of the State Diamond Trader.

5. CONTRACT PERIOD

5.1 The contract will run for a period of three (3) year from inception subject to an annual review.

6. EVALUATION METHODOLOGY / CRITERIA

7.1 Technical Evaluation: Phase 1

6.1.1 Company Experience

- A company will be expected to have adequate experience in ICT management services.
- References and testimonials as proof that the service provider has sufficient experience must be attached, failure to attach references and testimonials will lead to such bidder shall score 0 points out of the allocated maximum points.

6.1.2 Staff Competency

- The team leader should have minimum experience of 5 (five) years in an ICT industry and members have a minimum experience of 2 (two) years together with relevant qualification (NQF 6 applicable to both the leader and members).
- Comprehensive CV's with certified copies of Identity Document of individuals that will be operationally involved must be submitted with proposals including certified copies of qualifications.

6.1.3 Technical approach

The ICT management company must clearly present how it will maintain current infrastructure and conduct the management services.

The table below will be applied in order to evaluate each bid technically:

CRITERIA	WEIGHT
Company experience with public entity and trading service environment	20

Technical approach	40
Key Account Manager	20
Capability and knowledge of staff	20

Only bidders who score minimum threshold of 60% will proceed for pricing evaluation where pricing and BBEE are evaluated on 90/10 point system.

7.2 Price and B-BBEE Status level contributor Phase: 2

Service Cost

- 7.2.1 Provide one fixed quotation for the duration of the contract outlining the pricing under each Maintenance and Managed Services
- 7.2.2 Cost must be Value added Tax inclusive quoted in South African Rand
- 7.2.3 Costing should be aligned with the ICT services to be rendered

BBEE status level contribution

- 7.2.4 Provision of the Preferential Procurement Policy Framework Act (PPPFA), Act 5 of 2000 and its regulation will in terms of awarding points.
- 7.2.5 Failure to submit a certificate from accredited verification agency substantiating the B-BBEE status level of contribution or is a non-compliant contributor, such bidder shall score 0 points out of the allocated maximum points for B-BBEE.

The Points will be awarded to a bidder for attaining the price and B-BBEE status level of Contributor in accordance with the table below:

CRITERIA	WEIGHT
Project cost	90
B-BBEE Status level contributor	10

Other Conditions

- Bidders are kindly requested to submit two (2) copies plus the original.

General

- Quotation documents must be deposited in a sealed envelope, clearly marked 'BID NUMBER 06/2016_17' in the tender box at the State Diamond Trader, 225 Main Street, Johannesburg.
- The State Diamond Trader reserves the right to utilize internal staff and it is expected of the service provider to transfer skills to identified staff members.
- Once the bid has been awarded, the State Diamond Trader will provide the ICT management company with a copy of its ICT policies and any relevant information.
- A Service Level Agreement (SLA) will be drawn up by the SDT in consultation with the successful bidder.

CLOSING DATE FOR SUBMISSION OF BIDS/QUOTATIONS:

The closing date for submitting proposals/quotations is Friday 31 January 2017@16:00pm.

COMPLIANCE DOCUMENTS TO ACCOMPANY THE ACTUAL PROPOSAL/QUOTATION:

- Valid Tax Clearance
- 2015/16 Audited Financial Report
- Company Registration Documentation
- Black Economic Empowerment Status and Accreditation
- Shareholders Certificates and/or Close Corporation Certificates

CONTACT PERSON

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