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Request for Quotation (RFQ) for the appointment of a service provider to provide end-to end ICT function at the ASB, for a period of three (3) year at - Midridge Office Estate (South), cnr Pioneer and Atlantis Ave, Building A, Ground Floor, Midrand

RFQ No 02/25/05/2020

Date of issue	Tuesday, 14 April 2020
Closing Date and Time	Monday, 25 May 2020 at 11h00. <i>(Late Quotations will not be considered)</i>
Contact details	For submission of quotations or any other enquiries: Email info@asb.co.za <i>(Please use RFQ No. as subject reference)</i>

1. INVITATION FOR QUOTATION

Quotations are hereby invited from suitably qualified and experienced service providers to manage the ICT function of the ASB at *Midridge Office Estate (South), cnr Pioneer and Atlantis Ave, Building A, Ground Floor, Midrand*

The ICT management requirements must include, but are not limited to, the following services:

- Connectivity.

Board Members: Mr V Ngobese (chair), Ms F Abba, Ms L Bodewig, Mr C Braxton,
Mr K Hoosain, Ms I Lubbe, Ms P Moalusi, Ms N Themba
Chief Executive Officer: Ms E Swart, Technical Director: Ms J Poggiolini



- Windows server and Desktop Management.
- Hardware and Software support
- VOIP services including conference calling
- Network Monitoring and Security.
- Network System Evaluation (Site File).
- Printing services.
- Voice and video conferencing.
- Internet Security, Vulnerability Test.
- Connectivity and ISP Management
- Backup Management
- Provision of solutions to business problems.
- Business continuity and disaster recovery.
- Advice regarding latest IT technologies and trends.

The current IT infrastructure supports (7) seven staff members. Details regarding the ASB structure and other background information is available on the ASB website at www.asb.co.za.

2. DURATION OF CONTRACT

The contract is for an initial one year period. After that, the contract may be extended for a further two (2) years, depending on satisfactory service provider performance.

A Service Level Agreement will be entered into between the Service Provider and the ASB to track the quality of service rendered.

3. CURRENT IT INFRASTRUCTURE

The ASB currently maintains a well-functioning ICT infrastructure. A summary of the existing infrastructure follows.

3.1 Hardware

The ASB currently utilises Dell hardware for the server, Lenova all-in-one desktop and HP laptops.

All current hardware is the property of the ASB and, where applicable, warranties are in place with onsite service.

3.2 LAN and WAN

The IT infrastructure is supported by a single Class C private TCP/IP subnet.

There is a 10Mbps shaped fibre line that provides for the voice and data connectivity requirements.

3.3 Directory Services

A single Microsoft Active Directory 2012 root domain provides directory services for IT services and infrastructure. There is an active domain controller.

3.4 Microsoft Exchange

The ASB uses an Exchange 2010 Standard Edition server to support all messaging and collaboration requirements.

An Enterprise Root CA Certificate Authority has been setup to provide certificates for the secure Exchange remote access clients. This service is running on the Microsoft Exchange server itself.

3.5 Applications and Services

The following applications and services are currently being hosted on the ASB Server:

- **HR system**

The Pastel Payroll system resides ASB server.

- **Backup system**

Windows backups and Macrium is used to make daily backups (Drives are weekly rotated). These backups are replicated over the exiting fibre line to a hosted DPM server (live replication).

Weekly backups are made to disk and sent offsite for continuity and to ensure monthly and yearly backups.

- **FortiGate firewalls**

Two FortiGate firewalls (one active, one passive) provide security and connectivity to the 10Mbps ECN fibre line.

- **Pastel Xpress**

The Pastel Xpress system is supported and maintained by Sage (Pty) Ltd

- **Internet connectivity**

10Mbps Fiber line from MetroFibre

- **Telephony**

VOIP Yealink IP PABX, IP phones and Yealink conference phone.

- **The ASB Websites**

The website is hosted by Alphabet Soup and the domain at ITWindow.

4. SCOPE OF WORK AND QUOTATION REQUIREMENTS

The successful service provider will be responsible for the execution of the services in line with the Terms and Conditions as outlined in this document:

The appointed service provider will be required to provide the below products and services to the ASB

Product/Service	Decsription
Windows Server and Desktop Management	Configure and maintain the windows server, with telephone, onsite and remote support to users and server. Administration of the system, adding and deleting new users and updates. Ensuring the server load is spread evenly, and documents are saved accordingly.
Network Monitoring and Security	Monitor the network usage and performance, Optimising network speed and security.
Network System Evaluation (IT Site file)	Evaluate network system on an ongoing basis, securing preventative maintenance.
Anti Virus Management	Confirming the antivirus is updating on a day to day basis. Maintenance of the antivirus systems and ensuring spam is kept to a minimum, saving internet bandwidth
Backup Management	Backup support, ensures backup continuity, and verifies data. Maintaining the backup system, and quality of data. Off site and Onsite Backup recommended.
Connectivity and ISP Management	Ensure required speed and stable Fibre connection. Any user support on internet, including outlook and web mail. Mail server maintenance (e.g.: Linux, Exchange)
Hardware and Software Support	Basic maintenance of the office workstations, including monthly software and hardware functionality and upgrades. User support on software and hardware
Telephone Support	On-call support with a guaranteed one hour response time. User support with the advantage of talking to a person who is well accustomed to our network.
Remote Support	Dedicated maintenance support team of engineers that can respond at a moment's notice. Remote support that allows you to log into our system immediately, even though we are not at your premises.
Network Management	Managing our network, securing that employees are not taking advantage of the network. Assisting users in saving documentation to area where files are backed up cutting out data loss.
Telephony / call and video conferencing	Provide and manage VOIP PABX system. Clear and uninterrupted call and video quality for conference facility.

4.1 Other IT administration tasks

Assist the ASB with the procurement of ICT material and services. Assist with the drafting of technical requirement and participate in the technical evaluation of submissions.

4.2 Estimated workload

Five (5) hours onsite support (Server/desktop) per month

The service provider will ensure that a dedicated technician with the required abilities, skills, training and experience are assigned.

The technician must be available for assistance by telephone to respond to any ASB ICT incidents.

Should the technician be required to travel to the ASB offices outside of the agreed hours, time will start when the technician reaches the offices of the ASB. Travelling time to the ASB offices is not to be counted and will not be charged.

All related costs shall be included in the price.

5. MINIMUM REQUIREMENTS FOR A VALID QUOTATION

Service providers are required to submit the following documents, falling which may lead to the disqualification of the submission.

Document	Comment	Submitted (Yes/No)
SBD 1: Invitation to bid	Must be signed	
SBD 2: Tax clearance certificate	Certificate must be valid / or pin provided	
SBD 4: Declaration of interest	Must be signed	
SBD 6.1: Preference Point claim form in terms of PPPFA, 2017	Must be completed and points claimed as per BEE certificate	
SBD 8: Abuse of Supply Chain Management System	Must be signed	
SBD 9: Certificate of independent bid declaration	Must be signed	
Certified copies of Company Registration Documents. (not older than 6 months)	<ul style="list-style-type: none"> - Certificate of registration - Change of name certificate (if applicable) - Register of directors - Most current registered address 	
Total Price	Complete price schedule found at no. 6 of this RFQ.	
BBBEE certificate or Sworn Statement	Valid certified copies must be submitted	
Company Profile	Include structure of the company	

Certified copies of identity documents	For all current shareholders / members	
CSD Registration	Proof of CSD Registration	

6. TECHNICAL EVALUATION CRITERIA

6.1 Submissions complying with the minimum requirements in 4 will be evaluated against the criteria and weights for technical functionality and pricing as depicted in the table below.

No	Criteria	Weight
1.	<p>Contactable References</p> <p>Service Providers must submit a minimum of two (2) reference letters from clients who have acquired the same type of service. Reference letters must include the name of the organisation, contact person, contact details, and it must be signed and on the client's letterhead.</p> <p>02 and 01 reference letters = 03 points 03 reference letters = 06 points 04 reference letters = 09 points 05 reference letters = 12 points More than 05 reference letters = 15 points</p>	15
2	<p>Methodology and Project Plan</p> <p>How the service provider proposes to approach the specified assignment and also demonstrate their capacity to deliver the assignment showing tasks, timelines and other relevant factors pertaining to the provision of the services. Provide a detailed work plan how to take over the current services without affecting operations.</p> <ul style="list-style-type: none"> ➤ Methodology with clear activities, realistic timelines, key tasks, sub tasks, distribution of resources and reporting structure = 35 points ➤ Methodology with clear activities, realistic timelines, key tasks, sub tasks and resources = 25 points ➤ Methodology with clear activities, realistic timelines, key tasks and sub tasks = 15 points ➤ Methodology with clear activities, realistic timelines and key tasks = 10 points ➤ Project plan with activities only = 5 points ➤ No Project Plan with tasks = 0 point 	35
3	<p>Experience of service provider</p> <p>Service Providers should be in an information communication and telecommunications industry and have the track record with minimum experience of at least 03 years in ICT function support. Service Providers to provide company profile</p>	30

	(a) Less than 03 years = 0 points (b) 03 to 05 years = 07 points (c) 05 to 07 years = 15 points (d) 07 to 10 years = 23 points (e) Over 10 years = 30 points	
4	<p>Qualifications of proposed personnel</p> <p>The experience and educational background of the personnel proposed to provide the service. Assessment of the Curriculum Vitae of Personnel involved (Network Engineer and Desktop support Technician). Service Providers to provide CV's and certified qualifications of proposed team.</p> <p>A service Provider will score 3 or 5 points depending on the type of qualifications as follows:</p> <p>-</p> <p>3 points: = allocated for Certificate / Diploma level of Qualifications</p> <p>-</p> <p>5 points = Degree / Honors/ Master's Level / PhD</p> <p>Score for years of experience of personnel</p> (a) Less than 03 years = 0 points (b) 03 to 05 years = 03 points (c) 05 to 07 years = 07 points (d) 07 to 10 years =11 points (e) Over 10 years = 15 points	20
	Total Points	100
	Minimum threshold	70%

Service providers that scores less than 70% of the points for technical functionality will be eliminated from further consideration.

The appointed service provider must have capacity and resources to successfully service the contract.

- The appointed service provider must ensure that the required workplace activities are performed in accordance with IT industry best practises and standards
- The appointed service provider must train ASB staff when need arises on IT systems under the contract.

NB: Service Providers to note that this is a RFQ and not a tender (below R500 000.00)

7. PRICE EVALUATION

Item	Description	Type of unit	Unit price in Rand (all incl)
A	Service charge (5 hours per month)	Month	
B	On-demand IT support service on Working days	Per Hour	

C	On-demand IT support services after hours (incl weekends and public holidays)	Per Hour	
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The service providers that qualify in the Technical evaluation phase will be evaluated in terms of the 80/20 preference point system, where the 80 points will be used for rating pricing and the 20 points will be awarded to the service provider for being B-BBEE status level contributor on accordance with their BEE Certificate/Sworn affidavit document.

8. REPORTING

8.1 The successful Service Provider must meet with the ASB at least once per month during the contract period, during which the progress of the contract and issues under this contract must be discussed.

8.2 A quarterly report must be submitted to the ASB in the first week of the following month, with the following information:

- Status of equipment as per the maintenance schedule.
- Problems, solutions and risks.
- Where any downtime occurred, the following must be shown:
 - Reason for outage;
 - Date of outage;
 - Time of outage; and
 - Total repair time.

8.3 Disaster Recovery and Replication

Currently, in the event of a failure at the ASB offices, the server replicating via a dedicated ECN line will be brought online and issue the same IP address as the replicating partner.

At least one successful disaster recovery test must be conducted yearly.

This will be charged separately and do not form part of this request for quotation.

9. OTHER CONDITIONS

9.1 The submission should be emailed to info@asb.co.za on or before 11h00 on the 25 May 2020. Late submissions will not be considered.

9.2 Submissions should be made using original RFQ documents issued by the ASB. Any amendments to the documents may lead to disqualification.

9.3 Amended documents may be sent, clearly marked in the subject line as “Amendment to RFQ” and should reach the ASB before the closing date and time.

9.4 The service provider is responsible for all the cost that they shall incur related to the preparation and submission of the quotation documents.

- 9.5 Kindly note that the ASB is entitled to amend any RFQ conditions, validity period, specifications, or extend the closing date before the closing date. All service providers will be advised in writing of such amendments in good time.
- 9.6 The ASB reserves that right not to accept the lowest quotation in part or in whole. It normally awards the contract to the service provider who proves to be fully capable of handling the contract and also financially advantageous to the ASB.
- 9.7 The ASB also reserves the right to award this RFQ as a whole or in part without furnishing reasons.
- 9.8 The ASB reserves the right to, amongst other things, conduct unscheduled or scheduled site visit/s to satisfy itself, as to the validity of the information provided on this RFQ documents.

10. CONTRACTUAL ASPECTS

- 10.1 The content of this RFQ shall be deemed to constitute the Special Conditions of Contract and shall be read together with the General Conditions of Contract issued in accordance with Chapter 16A of the Treasury Regulations and available on the ASB website.
- 10.2 The RFQ documents together with the specifications contained in this RFQ, shall constitute part of the contract.
- 10.3 The successful service provider may not assign his/her own obligations.

11. DISCLAIMER

- 11.1 Service Providers must make and rely on their own investigations and satisfy themselves as to the correctness of all aspects of the RFQ. The ASB will not be liable for any incorrect or potentially misleading information in relation to any part of the document and any accompanying RFQ documents.
- 11.2 The ASB reserves the right to cancel this RFQ should the budget to cover the full quote of this RFQ not be available at the time of awarding the contract or if the need does not exist anymore or the specifications have changed.