

## REQUEST FOR QUOTATION

**FOR THE APPOINTMENT OF MICROSOFT CERTIFIED AZURE PARTNERS FOR PROVISION OF CLOUD BASED HOSTING SERVICES FOR A PERIOD OF THIRTY - SIX (36) MONTHS.**

**RFQ NO: QCTO RFQ 04/2024**

### Closing Date

Date: 17 July 2024

Time: 11:00 am

**No late Submissions will be considered.**

### Briefing Session Information

No Compulsory Virtual Briefing session

## **1. INTRODUCTION**

The Quality Council for Trades and Occupations (QCTO) is a Quality Council established in 2010 in terms of the Skills Development Act (Act 97 of 1998) as amended in 2008. The QCTO offers guidance to skills development providers (private and public) and assessment centres who must be accredited by the QCTO in order to implement occupational qualifications. The main functions of the QCTO amongst others is to develop standards for occupational qualifications including trades and skills programmes, accredit skills development providers, and assessment centres, manage assessments, quality assurance and issue certificates to qualifying candidates. Therefore, the QCTO is responsible for standards generation and maintenance; quality assurance of occupational full and part qualifications registered on the National Qualifications Framework (NQF) and the Occupational Qualifications Sub-Framework (OQSF) policy, including skills programmes. The QCTO has approximately 120 staff members and is situated in Hatfield, Pretoria. More information can be obtained from <https://www.qcto.org.za/>

## **2. PROPOSAL SUBMISSION**

### **2.1 The proposal must be submitted in the following manner:**

Proposals with supporting documents and financial submission can be sent to [tenders@qcto.org.za](mailto:tenders@qcto.org.za)

### **2.2 SUBMISSION AND COMPLIANCE**

Prior to Submission, the bidders must check that all pages are properly numbered, and all required documents are signed and initialled. QCTO will hold the duly authorized signatory liable on behalf of the bidders.

**Each page should be initialled with black ink**

**Bidders Must adhere to the below list for submission:**

I/We have attached to this document:	Tick if Submitted		Office Use
One soft copy of the technical bid document			
One soft copy of the pricing document			
Completion of SBD 3.3; 4; 6.1			
CSD Registration (National Treasury)			

### 3. PURPOSE

- 3.1 Invitations are for strictly Microsoft Certified Azure Partners to provide support and maintenance of cloud-based infrastructure – Ensuring 24/7 service uptime for 90% monthly availability of Azure infrastructure-based hosting services for QCTO's systems.
- 3.2 The main objective is to maintain and support the existing cloud-based hosting service subscription and ensure full compatibility with all QCTO platform requirements. The service should include software licenses, technical support, and maintenance for 36 months.

### 4. BRIEF SCOPE OF WORK

The Cloud Service Provider will be responsible for the support and maintenance of QCTO Azure cloud platform, the services, and their associated licenses with the following specifications to ensure compatibility with QCTO's ICT environment and provision of continuous services as follows: -

<b>Service Feature</b>	<b>Requirements</b>
Disaster Recovery and Business Continuity	Maintain the current setup of DR.
Environment Configuration	The system builds and commissioning.
Automation	A cloud-based automation and configuration service that provides consistent management across cloud platforms. Must have the following capabilities: ✓ Orchestrate processes.

	<ul style="list-style-type: none"> <li>✓ Collect inventory.</li> <li>✓ Track changes.</li> <li>✓ Assess Compliance</li> <li>✓ Schedule update installation</li> <li>✓ Role-based access control</li> </ul>
Traffic Management	Capability to control the distribution of traffic across application endpoints, continuous monitoring of endpoint health, and automatic failover when endpoints fail.
Data Management	<p>SQL Database, Data Storage, Import/Export capabilities, and File Services.</p> <p>Must support Microsoft SQL 2012 and higher.</p>
Identity Management	Capability to run Windows Active Directory to the local network and cloud network together.
IP Requirement	Provide Public IP resources to communicate with other cloud resources, on-premises network and the internet.
Security	<p>Inclusion of a unified security management platform that includes the following features:</p> <ul style="list-style-type: none"> <li>✓ Anti-malware and network security configuration</li> <li>✓ Hardening of public-facing environments</li> <li>✓ Security health monitoring for both cloud workloads</li> <li>✓ Security threat blocking through access and app controls.</li> <li>✓ Security vulnerability and discovery tools and patches</li> <li>✓ Advances threat detection through security</li> <li>✓ Adjustable security policies for maintaining regulatory and standards compliance.</li> </ul>
Backup Capability	Must include automated backups, database replication, and redundancy capabilities.
Scalable Resources	<p>Provide the capability to increase/decrease resources, as needed, to support any periods of unpredictable high/low usage.</p> <p>Scalable resources include but not limited to: -</p> <ul style="list-style-type: none"> <li>✓ Bandwidth</li> <li>✓ Servers</li> <li>✓ Storage</li> <li>✓ Database Instances</li> </ul>

Software Licenses requirements	Provider would be responsible for licensing, including but not limited to Operating Systems, servers, and applications.	
Period of Performance	The services shall be for 36 months of pay-as-you-go services, subject to satisfactory delivery by the provider.	
Vendor Support	Managed Support Services  Virtual Machine Connectivity to be at least 90% uptime.  The vendor must provide online/telephonic support.	
Knowledge Transfer	Provider to provide knowledge transfer to key personnel. Basic Cloud administration and basic troubleshooting management and operations.	
Services	The provider will migrate or commission required resources to the cloud services platform in coordination/collaboration with other QCTO system providers.  The vendor shall provide counterpart technical support in configuring and setting up the required infrastructure and monitoring the cloud infrastructure performance to align with QCTO's requirements in collaboration with QCTO's system providers.  The Successful Vendor must have a minimum of at least 4 years' experience providing licenses/subscriptions, managing, and administering of Azure cloud platform.  Should have a certified technical person of the said platform.	
<b>QCTO CURRENT INFRASTRUCTURE</b>		
The current environment consists of three (3) servers hosted on the Azure cloud. The growth of the ICT environment will dictate the growth of this environment.		
<b>Service Category</b>	<b>Service Type</b>	<b>Description/Spec</b>
Computer	Virtual Machines	B2ms v2 (2 vCPUs, 8 GB RAM) (3 years reserved), Windows (hybrid use benefit), OS only; 2 managed disks – E30; Inter-region transfer type, 5 GB outbound data.

		<p>B8s V2 (8 vCPUs, 32GB v2 (2 vCPUs, 8 GB RAM) (3 years reserved), Windows (hybrid use benefit), OS only; 2 managed disks – E30; Inter-region transfer type, 5 GB outbound data.</p> <p>D4lds V5 (4vCPUs, 8GIB memory) 32GB v2 (2 vCPUs, 8 GB RAM) (3 years reserved), Windows (hybrid use benefit), OS only; 2 managed disks – E30; Inter-region transfer type, 5 GB outbound data.</p>
Analytics	Azure Data Factory	Azure Data Factory V2 Type, SQL Server Integration Services Service Type, Standard Tier, 1 A4V2 Virtual Machine(s) x 730 Hours
Databases	Azure SQL Database	Single Database, vCore, General Purpose, Provisioned, Standard-series (Gen 5), Locally Redundant, 1 - 2 vCore instance(s), 1 year reserved, 32 GB Storage, RA-GRS Back up Storage Redundancy, 0 GB Point-In-Time Restore, 0 x 5 GB Long Term Retention
Networking	Application Gateway	Web Application Firewall tier, Medium Instance size: 1 Gateway hours instance(s) x 730 Hours, 10 TB Data processed unit(s), 5 GB Zone unit(s)
Networking	Application Gateway	Standard V2 tier, 730 Fixed gateway Hours,

		and 1000 persistent connections with 1 mb/s throughput, 5 GB Data transfer
Management and Governance	Azure Backup	Azure VMs, Standard Backup policy, 2 Instance(s) x 100 GB, LRS Redundancy, Low Average Daily Churn, 260 GB Average monthly backup data in Standard Tier, 0 GB Average monthly backup data in Archive Tier
Networking	VPN Gateway	VPN Gateways, Basic VPN tier, 730 gateway hours, 10 S2S tunnels, 128 P2S connections, 0 GB, Inter-VNET outbound VPN gateway type
Storage	Storage Accounts	Block Blob Storage, General Purpose V2, Flat Namespace, LRS Redundancy, Hot Access Tier, 10 TB Capacity - Pay as you go, 10 x 10,000 Write operations, 10 x 10,000 List and Create Container Operations, 10 x 10,000 Read operations, 1 x 10,000 Other operations. 1,000 GB Data Retrieval, 1,000 GB Data Write, SFTP disabled
Networking	Bandwidth	Internet egress, 500 GB outbound data transfer from South Africa North routed via Public Internet.

**\*\* Please include volume licences for all virtual.**

- 4.1 Monthly support hours by the appointed MS Azure Partner to be quoted for and exclude the support 24/7 Microsoft offers.

4.2 The QCTO ICT unit makes use of different ICT cloud services. All amounts must include VAT.

4.3 The license fees for SQL must be included in the cost of the SQL server.

4.4 Failover and VPN must be included in the pricing.

As this is a pay-per-use service, the QCTO shall pay invoices based on the actual hours and resources used at the end of the service month.

## **5. SECURITY**

The Cloud Service Provider should meet international security standards and should abide by the relevant industry standards.

Accepted security assurance such as ISO/IEC 27001 and 2708 should be applied. Data privacy laws should be applied.

## **6. VENDOR PARTNERSHIP/ CERTIFICATION**

6.1 Interested service providers are required to have a suitable Partner status with the Azure product vendor when responding to this advertisement and during the duration of the contract.

6.2 At least one member of the service provider's key personnel assigned to the project must hold a valid certificate of Azure Cloud hosting product vendor at any time during their assignment to the project and have a minimum of four (4) years of professional experience in Azure Cloud Hosting support.

\*\*\* Additional certifications and experience in Azure cloud Hosting are highly recommended.

## **7. MAINTENANCE AND SUPPORT**

7.1 The QCTO intends to enter into a support and maintenance contract for 36 months (3 years) with the appointed service provider.

## **8. DATA OWNERSHIP, RETRIEVAL AND INTEROPERABILITY**

8.1 **Data Ownership:** QCTO shall retain full control and ownership of their data, with Cloud Service Provider identity and access controls.



- 8.2 **Ownership:** Service-level contracts shall state that any data migrated to the cloud remains the property of QCTO, regardless of who manages or operates the cloud. QCTO shall retain rights of data access, retrieval, modification, and deletion regardless of the physical location of the cloud services, including the right to approve, deny, and revoke access by third parties.
- 8.3 **Access:** The QCTO shall have discretion over the access, retrieval, modifications, and deletion of data.
- 8.4 **Interoperability:** - The cloud service provider shall allow the QCTO to move data on and off the cloud platforms as and when required.

## 9. PROJECT TIMELINE

The successful bidder must be able to maintain, configure, and manage the environment within 5 days of receiving the purchase order.

## 10. EVALUATION CRITERIA

QCTO may request additional information, clarification, or verification regarding any information contained in the bidder's proposal. This information will be requested in writing, and the bidder must provide the requested information within forty-eight (48) hours after the request has been made; otherwise, the bidder may be disqualified.

QCTO may conduct due diligence on any bidder, which may include interviewing customer references or other activities to verify a bidder's or related information and capabilities, and, in these instances, the bidders will be obliged to provide QCTO with all

necessary assistance and/or information which QCTO may reasonably request and to respond within the given time frame set by QCTO.

The 80/20 principle will be applied in terms of the Preferential Procurement Regulations 2022.

The RFQ will be evaluated based on the following categories:

No.	Criteria	Sub-criteria	Points
1.	<p>Bidder has extensive knowledge and experience in Azure cloud hosting. Reference Letters of hosting work completed.</p> <p><b><i>NB: Please provide signed reference letters from the company for which they provided cloud services on the company's letterhead with the contact person's name and contact numbers.</i></b></p>	<ul style="list-style-type: none"> <li>No evidence that the bidder has undertaken similar projects (0 reference Letter) = <b>0 points</b></li> <li>Bidder has successfully undertaken 1 to 2 similar projects (1-2 reference letters) = <b>10 points</b></li> <li>Bidder has successfully undertaken 3 similar projects (3 reference letters) = <b>20 points</b></li> <li>Bidder has successfully undertaken 4 similar projects (4 reference letters) = <b>25 points</b></li> <li>Bidder has successfully undertaken 5 or more similar projects (5 or more reference letters) = <b>30 points</b></li> </ul>	<b>30</b>
2.	<p>Bidder's must have a Microsoft Infrastructure (Azure) Designation</p> <p><b><i>NB: Please provide certification.</i></b></p>	<ul style="list-style-type: none"> <li>No evidence that the bidder does not have Azure Infrastructure Certificate = <b>0 points</b></li> <li>Bidder has an Infrastructure Azure</li> </ul>	<b>20</b>

		Infrastructure designation certificate = <b>20 points</b>	
3.	Bidders Technical lead must provide an Azure certificate. NB: Please provide an Azure Cloud Hosting Certificate.	<ul style="list-style-type: none"> <li>No evidence of Azure Certificate = <b>0 points</b></li> <li>Bidder has Azure Certificate = <b>20 points</b></li> </ul>	<b>20</b>
4.	Profiles or CVs of Certified team members with relevant qualifications. NB: The project manager to have a PM certificate. The Azure certified Technical Lead person must be specified, and PM must be specified. CVs must be signed by the incumbent.	<ul style="list-style-type: none"> <li>No CV submitted = 0 points</li> <li>Only 1 signed CV submitted of either Project Manager or Azure specialist = <b>10 points</b></li> <li>2 signed CVs submitted (1 of Project Manager and 1 Azure certified specialist = <b>20 points</b></li> </ul>	<b>20</b>
5.	Project Plan for the work to be undertaken to demonstrate the depth and understanding of work that will go into the project.	<ul style="list-style-type: none"> <li>Bidder's project plan not provided. = <b>0 points</b></li> <li>Bidders' project plan slightly demonstrates an understanding of the work(duties) to be carried out and responsible personnel. = <b>5 points</b></li> <li>Bidders project plan demonstrate a high level of understanding of work that needs to be done and clearly state outputs and responsible personnel with timeframes. = <b>10 points</b></li> </ul>	<b>10</b>

		<b>TOTAL</b>	<b>100</b>
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Each criterion will be assessed and scored on the evaluation sheet using the above points.

Threshold: Bidders who score less than **70 out of 100 points on functionality will be disqualified for this project.**

### Pricing

Only bids that achieved the minimum qualifying score/percentage for functionality will be considered further in terms of the **80/20 Preferential Procurement Regulations 2022**.

The formulae to be utilised in calculating points scored for the preference point system will be included in the RFQ document. **Step 1** will be the calculation of points for price where the lowest bid will score 80 points for price, while bids with higher prices will score lower points for price on a pro-rata basis.

The following formula will be utilised to calculate the points for price in respect of RFQ with a Rand value below R50 000 000 (all applicable taxes included):

$$P_s = 80 \left[ 1 - \left( \frac{P_t - P_{min}}{P_{min}} \right) \right]$$

Where:

$P_s$  = Points scored for comparative price of proposal or offer under consideration;

$P_t$  = Comparative price of proposal or offer under consideration; and

$P_{min}$  = Comparative price of lowest acceptable proposal or offer.

**Step 2** will be the calculation of points for the specific goals as per table below:

Specific goals	Definitions	Number of Points
Women	5 points can be claimed by bidders who have owners/directors who are Black women regardless of percentage of ownership	5

Youth	5 points can be claimed by bidders who have owners/directors who are Black persons from the age of 16 to 35 regardless of percentage of ownership	5
Historically Disadvantaged Individuals (HDI)	5 points can be claimed by bidders who have owners/directors that are Historically Disadvantaged Individuals, females, or disabled South African person regardless of percentage of ownership	5
Locality	5 points can be claimed by bidders who are operating within the Gauteng Province	5

## 11. CALCULATING THE FINAL SCORE

The points scored for the price (step 1) will be added to the points scored for the specific goals (step 2) to obtain the bidders total points scored out of 100.

AREAS OF EVALUATION	POINTS
Price	80
Specific Goals	20
Total	100

## 12. VALIDITY PERIOD

The validity period for this RFQ is 30 days.

## 13. ENQUIRIES

13.1 For further information, please get in touch with the following QCTO staff members:

### Technical inquiries can be directed to:

Ms Sithembile Mabaso

Tel no: 082 887 2225

Email: [Mabaso.s@qcto.org.za](mailto:Mabaso.s@qcto.org.za)

Ms Nkhensani Maluleke

Tel no: 073 043 0096

Email: [Maluleke.n@qcto.org.za](mailto:Maluleke.n@qcto.org.za)

### Supply chain inquiries may be sent to:

Mr Lekhotla Motloun

Tel no: 012 003 5607

Email: [Motloun.L@qcto.org.za](mailto:Motloun.L@qcto.org.za)