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Tel: (012) 845-2000 – Fax: (012) 348-1089
Website: www.idt.org.za

Request for Quotation

RFQ number: IDT/HO/IT/06/05/2024

Description: Request for Quotation **Procurement and implementation of laptop tracking and recovery software for a period of 12 months**

Closing date and time: 15 MAY 2024 @ 12h00

Submission of quotations: All quotations must be submitted to E-tenderQuotations@idt.org.za or before the closing date and time stipulated above. All quotations received after the closing date and time will not be considered.

Compulsory returnable documents that must be submitted with the response for this quotation are the following:

1. National Treasury Central Supplier Database number MAAA _____
2. Name of Company _____
3. Unique SARS Tax Compliance Pin Number (submit valid letter)
4. Duly completed and signed: SDB 4 (**Bidder's Declaration**), attached in this RFQ document.
5. Duly completed and signed: SDB 6.1 (Preference Points Claim Form in Terms of The Preferential Procurement Regulations 2022), attached in this RFQ document.

Compulsory returnable document: SBD 6.1

Source Documents to be submitted with the Bid or RFQ

- | | |
|-------------------------|--|
| *CIPC Document | (Company Registration Document will be required for verification (CIPC DOC)) |
| *Woman | (Originally Certified ID Document) |
| *Youth | (Originally Certified ID Document) |
| *People with Disability | (Letter from the Dr. Confirming the Disability) |
| *Black Ownership | (Originally Certified ID Document) |

Non-submission of Source documents will result in the allocation of zero points for specific goals

Detailed Specifications/ Terms of Reference for this RFQ

Please see specifications to respond to on the table below:

Description of item	Quantity
<ol style="list-style-type: none">1. Procurements and implementation of laptop tracking and recovery software for a period of 12 months2. Setup, Deployment and training3. Configuration and integrations4. Maintenance and Support	500

Service providers must quote the IDT a total price inclusive of VAT for the service that will be rendered, and the quoted price must be valid for at least thirty (60) days after the closing date of this Request for Quotation.

- All **SCM** queries related to this RFQ must be submitted in writing to: E-tenderquotations@idt.org.za
- All **Technical** related Queries must be directed in writing to: MolateloM@idt.org.za

NB: No query shall be allowed 12 hours prior to the closing date and time of this Request for quotation.

NB: *The Independent Development Trust Reserve the right to withdraw or cancel this RFQ without prior notification to the respondents.*

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 interest 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

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 consortium will not be construed as collusive bidding.

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

CONFIDENTIAL



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

The applicable preference point system for this tender is the **80/20** preference point system.

- a) **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) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS	
PRICE	90	80
SPECIFIC GOALS	10	20
TARGETED GROUP		
Women	3	6
Youth	3	6
People with Disabilities	2	4
Black People	2	4

Total points for Price and SPECIFIC GOALS	100	100
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- 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:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10}
 \end{array}$$

$$P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) \text{ or } P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$$

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—
- 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
 - 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 specific goals 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)
Women	3	6		
Youth	3	6		
People with Disabilities	2	4		
Black People	2	4		

Source Documents to be submitted with the Bid or RFQ

- *CIPC Document (Company Registration Document will be required for verification (CIPC DOC))
- *Woman (Originally Certified ID Document)
- *Youth (Originally Certified ID Document)
- *People with Disability (Letter from the Dr. Confirming the Disability)
- *Black Ownership (Originally Certified ID Document)

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:

Independent Development Trust

Request for proposal (RFP)

To provide and implement laptop tracking solutions and maintenance for the Independent Development Trust



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TERMS OF REFERENCE

Introduction

PROCUREMENT AND IMPLEMENTATION OF LAPTOP TRACKING AND RECOVERY SOFTWARE FOR A PERIOD OF 12 MONTHS

1. Background

- 1.1 The Independent Development Trust (IDT) issuing this Terms of Reference (ToR) serves to solicit proposals to implement Information Technology Communication (ICT) asset lifecycle and device tracking tool which encompasses Asset Inventory, Asset Assignment, Storeroom Management, Remote Data Protection, Theft Investigation and Recovery of its assets as part of a managed service.
- 1.2 The services will be required for Head Office in Pretoria and all IDT Regional Offices located across the nine provinces and to other new sites that might be included in the future.

2. Business objectives

- 2.1 To procure and implement the ICT lifecycle asset management solution managing the laptop tracking and recovery solution for IDT with maintenance and support for a period of 12 months.

3. Scope of Work

- 3.1 The IDT currently utilize laptops running Windows. The laptops as per number of users are estimated at 500 devices to be tracked and managed.
- 3.2 The service provider must assist in the installation and configuration the asset management, tracking and recovery software in accordance with the IDT's

requirements and will be required to work with and provide feedback to the relevant officials during installation and configuration.

3.3 The scope of work must include:

Annexure A:

DEVICE ASSIGNMENT AND REPORTING	
A) Device Management Service to adhere to asset audit and compliance specifications	
B) Persistent BIOS asset tracking technology to be activated on computer device	
C) Computer Serial number coupled to tamper proof electronic serial number (ESN) in the BIOS	
D) Cloud asset management platform integrated with persistent tracking technology providing single trusted source of asset inventory. Cloud barcode serial number scanning of device for stores, in-transit, and devices not connected.	
E) Access Control, management of employee and guest devices movement in and out of IDT buildings in the Cloud Console	
F) Audit and Procurement verification integrated service to verify asset assignment to employee and department. Verification by scanning procured devices against PO and storeroom management.	
CONFIGURATION MANAGEMENT AND VARIENCE REPORTING	
A) Service Function to execute Scripts remotely to a specific group or subset of devices from a library of predefined scripts	
B) Reporting on Software that is not approved by IDT	
C) The device performance such as used vs remaining space on HDD and RAM along with usage of the device.	
LOST AND STOLEN DEVICES	
A) Physical location of all devices managed and the ability to ring fence all, subset or specific devices to control movement thereof	
B) System to identify and manage a device which is lost or stolen.	
C) Stolen device can have data remotely deleted and proof of data removal	
D) Reporting of stolen devices and the global recovery thereof	

3.4 The software **must** include the following as an additional requirement:

- a) Have customizable alerts for notifications when an unauthorized change is detected on devices.
- b) Include user identification details, physical locations and status (In-stores, In-use, Retired, etc.) of the laptops.
- c) Be accompanied with a user guide or operating policies which IDT can select from or customize.
- d) **Asset Administration** – The tool must provide an easy to use and cost-effective interface to maintain accurate laptop inventory data throughout the life-cycle of the endpoint within IDT through integration of the proposed tracking technology. This must include but not limited to storeroom management, asset assignment to user and department, access control, mobile scanning application. Integration capability of Asset Register and User information into a cloud-based management consol. Retain a complete asset event history ensuring live and current auditing of devices in the IDT environment adhering to the PFMA and AG requirements.
- e) **Data & Device Security** – Sensitive data is the intellectual property of the IDT and must be protected at all times, hence the software must have the capability to be accessed remotely to safeguard and protect data if at risk. Data that is at end of life must be able to be deleted/purged so that it is not accessible to unauthorized personnel. Audit logs and lifecycle certificates must be available as proof of data deletion/purging.
- f) **Geotechnology** – Ability to track and trace, set physical locations to limit movement, creating controls of moveable assets (desktops and laptops will be defined differently). Functionality to track and recover assets all over the world. The ability to build geo-fences ensuring devices are only allowed within a pre-approved vicinity and creating alerts if a device moves out of the secure vicinity.

- g) **Endpoint Forensics** – Providing advanced forensics for devices that are stolen and would need investigations if any criminal activity is associated with, and includes the ability to trace the holder of the device.
- h) **Theft Recovery** – Capabilities to provide assistance during criminal investigation involving theft of a laptop.
- i) The service provider must provide their software architecture that make provision for:
Online software that must accommodate the tracking and monitoring of physical assets as they move within and outside the organization enabling the automatic creation of an audit trail and the proactive notification of inventory exceptions driving business efficiencies in prioritizing management and decision support.

Requirements

The scope for requirements is specified in terms to which prospective service provider are expected to respond.

Geography

The head office is situated at Glenwood Office Park, Faerie Glen, Pretoria 0043.

The eight regional offices are situated in East London (Eastern Cape), Bloemfontein (Free State), Cape Town (Western Cape), Kimberly (Northern Cape), Mafikeng (North West), Mbombela (Mpumalanga), Durban (KwaZulu Natal), and Polokwane (Limpopo),

Timeframe

In terms of time, the service provider is expected to:

- The period of the bid is 12 months
- The first month will be spent on the provision and implementation
- The rest of the months will be spent on the maintenance support, investigation and recovery of the laptop tracking

- Operationally support the service/solution through a defined service level agreement
- Deliver and implement a solution within a given timeframe ; managed through a project management principles with defined milestones/deliverables

Technical

In terms of technical requirements, the services must include:

- The quantity might increase or decrease

3.5 Delivery schedule and work breakdown structure as outline below

Service description	Duration
Initiation and Integration	1 Month
License Subscription	12 Months
Professional Services	12 Months
Deployment / Handover	3 Weeks
Software as a Service (SaaS)	12 Months

4. Evaluation criteria

- 4.1 The bidder must submit the following as part of the bid:
- 4.2 The bidders have to comply with the responsiveness criteria stated in Form SBD4 (Bidders declaration), SBD6.1 (Preference Point Claim form in terms of the Preferential Procurement Regulation 2022): Failure to comply with the responsive listed in the said document may render the bid non responsive.
- 4.3 Evaluation will be done on price and preference.
- 4.4 The bidder must hold partnerships with all tier one computer Original Equipment Manufacturers that embed the agent in the basic input/output (BIOS) firmware of a computer at the factory so that it can withstand operating system re-installations, hard drive reformat and even hard drive replacements.

- 4.5 Proof of the established strategic relationships with the police departments, government security agencies and private security firms around the world.
- 4.6 The single point of contact (project manager), who will be responsible for the delivery, full installation and configuration of the Asset and Device Tracking Tool. The detailed Curriculum Vitae (CV) of the single point of contact (project manager) must be submitted with the bid;
- 4.7 Compulsory tender/rfq documents completed in full together with supplementary bidder documents as required. This includes an original and valid tax certificate and completed SBD forms for all the bidders and consortium members, where applicable.

Regional Offices:

#	Regional Office	Address
1.	Polokwane	22 Hans Van Rensburg Street, Polokwane
2.	Mafikeng	4071 Joule Street, Industrial Site, Mahikeng 2745
3.	Durban	4 th Floor, The Marine Building, 22 Dorothy Nyembe Street Durban
4.	East London	Palm Square Business Park, Bonza Bay Road, Silverhouse, Beacon Bay
5.	Cape Town	Customs House, Heerengracht, Foreshore 8001
6.	Kimberley	Block D, Sanlam Office Park, 13 Bishops Avenue, Labram, Kimberley
7.	Bloemfontein	46 2 nd Avenue, Westdene, Bloemfontein 9301
8.	Nelspruit	24 Paul Kruger Street, Absa Square, Nelspruit

5. Functionality Evaluation Criteria:

Criteria	Reference	Legend	Weight
1. Bidder's understanding of the engagement	A. Executive Summary	<ul style="list-style-type: none"> Understanding as expressed in the proposal is poorly illustrated – 0 to 3 points Partial understanding is expressed in the proposal – 4 to 7 points Sufficient understanding is expressed in the proposal – 8 to 10 points 	10
2. Proposed solution	B. Proposed Solution	<ul style="list-style-type: none"> The proposed solution is not relevant and not sufficiently outlined in the proposal – 0 to 10 points The proposed solution is partially relevant and partially outlined in the proposal – 11 to 20 points The proposed solution is relevant and sufficiently outlined in the proposal – 21 to 25 points 	25
3. Approach and Methodology (excl. user and administrator training)	C. Approach and Methodology	<ul style="list-style-type: none"> The approach and methodology are not relevant and not sufficiently outlined in the proposal – 0 points The approach and methodology are partially relevant and partially outlined in the proposal – 1 to 15 points The approach and methodology are relevant and sufficiently outlined in the proposal – 16 to 20 points 	20
4. Skills transfer	D. Skills transfer	<ul style="list-style-type: none"> The approach and methodology are not relevant and not sufficiently outlined in the proposal – 0 points The approach and methodology are partially relevant and partially outlined in the proposal – 1 to 5 points 	10

Criteria	Reference	Legend	Weight
		<ul style="list-style-type: none"> The approach and methodology are relevant and sufficiently outlined in the proposal – 6 to 10 points 	
5. Experience, skills, knowledge and capacity of the bidder's implementation and support employees	E. Experience and Capacity of Bidders Employees	<ul style="list-style-type: none"> Experience, skills, knowledge and capacity insufficient – 0 points Partial experience, skills, knowledge and capacity – 1 to 5 points Sufficient experience, skills, knowledge and capacity 5 year or more – 6 to 10 points 	10
6. Experience of the Bidder	F. Experience of Bidder	<ul style="list-style-type: none"> No similar projects listed = 0 points Up to 3 similar projects listed = 5 points More than 3 similar projects listed = 10 points 	10
7. Certified NetTrace Value Added Reseller (VAR)	G. VAR Certificate	<ul style="list-style-type: none"> No NetTrace Value Added Certificate = 0 Points NetTrace Value Added Certificate = 15 Point 	15

6. Service and performance metrics

6.1 The Supplier is responsible to provide the following services and performance metrics

SERVICE ELEMENT	SERVICE LEVEL
Contact Centre	Monday – Friday 08:00-17:00
Incident Response	Maximum 24 hours
Incident Remediation / Remediation Timeframe	Maximum 48 hours

7. Bid Price

- 7.1 The pricing schedule is attached as Annexure A and must be completed and submitted with the bid documents. Failure to complete and submit **ANNEXURE B** (Pricing Schedule) will be regarded as non-responsiveness which would lead to disqualification.
- 7.2 The service provider should provide the IDT with no less than 100 hours on an annual basis for training, monitoring and professional services.
- 7.3 A single price rate to be supplied per category.
- 7.4 The price will be fixed for the duration of the contract.

8. Service level agreement

- 8.1 The service provider is expected to enter into an SLA with the IDT which will include amongst others the following:
 - 8.1.1 Response times and delivery
 - 8.1.2 Support (telephone, online and onsite) to be provided to Head Office by an Account Manager
 - 8.1.3 An Account Manager to be deployed to assist with all calls logged and conduct training on the latest software/versions upgrades.
 - 8.1.4 Prompt responses and updates on lost or stolen equipment.
 - 8.1.5 Penalties for non-compliance on any of the services
 - 8.1.6 Skills transfer.
 - 8.1.7 Commitment to deliver and deploy software within 15 working days after receiving the order.
 - 8.1.8 The appointment of the service provider is subject to positive security screening.
 - 8.1.9 The service provider account manager would be expected to be available at all times to respond to calls on laptops lost, stolen and asset management information needed for other purposes.

8.1.10 A software specialist from the Supplier should be available for a minimum of 10 hours to IDT on a monthly basis for training and monitoring

9. Contact details

All enquiries should be directed to e-TenderQuotations@idt.org.za

10. Annexure A – Scope of Work

Descriptions:	Yes /No	Comments
a) A licensed subscription of the software spanning 12 months and to be installed/configured in all identified devices already within the infrastructure as well as devices yet to be procured.		
b) Software embedded on the Basic Input Output System (BIOS).		
c) Reduce vulnerabilities and remediate breaches instantly.		
d) Ability for the agents to self-heal or re-install whenever there are attempts to break or compromise them on the endpoints.		
e) An ongoing service that is software-as-a-service (SaaS) solution, (i.e. Cloud based) specifically for operation of the data center which will be hosting the monitoring servers.		
f) A Customer Centre web portal, as well as the Technical Support Services and recovery services as required from time-to-time for the duration of the contract.		
g) Resources assistance to manage the tracking, recovery and data destruction of IDT laptops.		

Item 1.: Asset Management & Tracking License Subscription	Part Number
<p>Asset Management (NAM)</p> <ul style="list-style-type: none"> - Automated Hardware Asset Inventory - Automated Software Asset Inventory - Automated Governance, Risk & Compliance Reporting. - Automated Encryption Reporting - Automated Anti-Virus Reporting - Storeroom Management – Storeroom Check-in & Check-Out Process - Financial Asset Register Integration - End user / Student data Integration - CMDB Integration - Department Allocation - Warranty Information - Access Control in and out IDT buildings - Product maintenance - Entitlement to all features and new versions released within the license period <p>Endpoint Data & Device Security for Laptops</p> <ul style="list-style-type: none"> - Geolocation Services - Remote Data Delete - Remote Device Freeze - Theft Recovery & Investigation Services 	<p>1 Year Part Number NETSEC-NAM-MSP-GOV-12</p> <p>500 Licenses</p>
Item 2.: Services – Setup, Deployment and Training	
<p>NetTrace Application Setup and Configuration</p> <ul style="list-style-type: none"> - Kick start services - Installation, agent activation, API connection for automated into Nettrace 	<p>NT-PS-NTH</p>
Item 3.: Services – Configuration & Integration	
<p>Application Configuration & Integration</p> <ul style="list-style-type: none"> - System configuration addition / change / user administration - Configuring data ingestion interfaces and templates <ul style="list-style-type: none"> o Warranty data o Cost centre and location data o Fixed Asset Register financial data o Automated inventory data o Iterative data migration of existing IDT inventory o User information integration o Uploading of location, type, make, model information data formatting 	<p>NT-PS-PSIST</p>
Item 4.: Annual Maintenance and Support	
<p>Certified End User Support Professionals</p> <ul style="list-style-type: none"> - Application maintenance and system administrator support - System user support and reporting - System and data health check analysis - Operational integration health checks and optimisation 	<p>NT-PS-TRNG 60 hours per year for 1 year</p>

11. Annexure B – Pricing Schedule

Service Description	Quantity	Price	Total
1. Asset Management & Tracking License			
2. Setup, Deployment and Training			
3. Configuration & Integration			
4. Annual Maintenance and Support			
Total			
VAT			
Grand Total			