

ANNEXURE A: TERMS OF REFERENCE (TOR) INCLUDING THE EVALUATION CRITERIA

The Small Enterprise Development Agency (Seda) hereby invites reputable Information and Communication Technology (ICT) service provider/s who have extensive experience in providing comprehensive ICT professional support services for a period of twelve (12) months.

TABLE OF CONTENTS

Paragraph No.	Description	Page Number
1	Introduction	3
2	Background	3
2.1	Current ICT Infrastructure	4
3	Scope of Work	4
3.1	Required Services	4
3.2	Resource Requirements	14
4	Contract Duration	16
5	Evaluation of the Tender Proposal	16
5.1	Phase 1: Pre-Qualification	16
5.2	Phase 2: Functionality Criteria	16
5.3	Phase 3: Presentation	19
6.4	Phase 4: Preference Points Criteria	21

1. INTRODUCTION

The Small Enterprise Development Agency (Seda) hereby invites reputable Information and Communication Technology (ICT) service provider/s who have extensive experience in providing comprehensive ICT professional support services.

2. BACKGROUND

Seda is an agency of the Department of Small Business Development (DSDB). Seda was established in December 2004, through the National Small Enterprise Act, 1996 (Act 102 of 1996), as amended. The Act gave Seda the mandate to coordinate and provide non-financial support services to Small Enterprises through a network of Branches and Service Providers. The organisation has a presence in all South African Provinces where SMMEs and Cooperatives receive business development services. To provide support services effectively, a well-functioning and optimised ICT is an essential enabler. Seda is an information-driven organisation that relies mainly on its ICT Systems and data to fulfil its mandate. The organisation adopted COBIT 5 as its ICT Governance and Management Framework and the ISO 27001 Information Security Standard.

Seda's National Office is based in Pretoria (Gauteng); there are two main units that provide ICT support services within the organisation. The first unit provides network support, connectivity and ICT hardware support, while the second unit provides ICT Applications support, Business System support and Business process management. Seda does not have a full suite of skills and capacity to fulfil its ever-growing ICT service's needs.

2.1 CURRENT SEDA ICT INFRASTRUCTURE

Seda maintains a number of technologies, some of which are internally supported and others are supported through external contracted service providers. The table below summarises the current status of Seda's ICT infrastructure.

Component	Platform	OS/ Software	Support Mechanism
Wide Area Network (WAN)	Cisco	IOS various versions	Externally supported
Local Area Network and WiFi	Cisco Switches and Cisco WiFi controller and Access points	IOS various versions	Externally supported
Server Farm	HPE C7000 Blade System with Vmware (Hypervisor)	HP Firmware	Internally supported
IP Telephony	Avaya IP Office and Avaya Handsets	Avaya Firmware	Externally supported
Server Operating Systems	Virtual	MS 2008,2012,2016 and some Ubuntu Server	Internally supported
Databases Platform	Virtualised Database Cluster	MS SQL Server 2012 and 2014 and Oracle MySQL Server	Externally supported
Storage and DR Replication	Huawei OceanStor and HPE 3PAR disk sub-system	Veeam Replication Suite.	Internally supported
Perimeter and LAN firewall	Fortigate	FortiOS	Internally supported
Anti-virus	Symantec	MS Windows Server	Internally supported
Email Security	Mimecast	MS Windows Server	Externally supported
Event Logging	ManageEngine LogAnalyzer	MS Windows Server	Internally supported

3. SCOPE OF WORK

3.1 Required Services

The services required by Seda are outlined in the table below, including the required skills with appropriate experience and capabilities. The targeted services will be rendered in the National Office and Seda has a community of 200 users in the national office and 600 users who are based in the Provinces.

No.	Services Required	Scope of Services	Resources Required	Skills and Capabilities
1.	IT Management Services	<ul style="list-style-type: none"> • Team leadership, including information flow to and from the customer during project work. • Development and implementation of quality plans and method statements. • Responsible for the design, upgrading, operation, control, maintenance (including storage, modification and communication of data) and effective use of IT infrastructure components and monitors their performance. • Ensure that operational problems are identified, recorded, monitored and resolved. • Provide appropriate reports and proposals for improvement, to specialists, users and managers. (written reports to improve tracking) • Ensure that operational procedures and working practices are current and fit for purpose. • Investigate and manages the adoption of appropriate tools, techniques and processes for the management of systems and services. 	Programme Manager	<ul style="list-style-type: none"> • Manage stakeholder's expectations from a customer and Infrastructure management perspective in translating the business unit strategy and business plans into the Infrastructure management portfolio. • Ensure alignment between the IT management perspective and organisations perspective (customer demands). • Manage and execute an active and balanced IT management portfolio within a cost and resources constrained environment. • Manage the Portfolio and Programme scope to ensure the programme objectives/business value is achieved, and delivery within time, quality and cost. • Manage seamless handover of IT management Programme(s) and Projects into operations. • Systems problems diagnosis and RCA reporting and solutions • Alignment with the EPMO. • Devising and reporting on integration development plans and strategies. • Developing asynchronous messaging architectures, rule-based systems, and network architectures. • Coordinating activities with other developers to ensure that integration projects are completed on time. • Formulating strategies and designing architectures for systems integrations. • Ensuring that best practices in integration processes are followed by the organisation. • Checking and correcting conflicts in data configurations and overlaps. • Maintaining the integrity and smooth functioning of the company's integration architecture.
2.	Capacity Management Services	<ul style="list-style-type: none"> • Ensure effective deployment of resourced to improve the functioning of the IT • Manages capacity modelling and forecasting activities. • Pro-actively reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes. • Provide advice to support the design of service components including designing in flexible and scalable capacity. • Work with business representatives to agree and implement short- and medium-term modifications to capacity. • Draft and maintain standards and procedures for service component capacity management. 		

No.	Services Required	Scope of Services	Resources Required	Skills and Capabilities
				<ul style="list-style-type: none"> • Analysing and improving current system integrations and migration strategies. • Identifying, debugging, and advising on system errors or architecture issues. • Assisting with the management of organisational databases and retrieval systems. • Execute responsibilities that will ensure customer satisfaction, by adhering to Service Level Agreements (SLAs)
3.	Service Level Management	<ul style="list-style-type: none"> • Ensure that service delivery meets agreed service levels in alignment with the set performance standards. • Deploy resources to ensure that service availability is as per expectation. • Manage service agreements with different business units within the organisation. • Creates and maintains a catalogue of available services, in consultation with the customer negotiates service level requirements and agrees service levels. • Diagnoses service delivery problems and initiates actions to maintain or improve levels of service. • Establish and maintains operational methods, procedures and facilities in assigned area of responsibility and reviews them regularly for effectiveness and efficiency. 	Project Manager	<ul style="list-style-type: none"> • Ensure alignment of projects with the business unit's strategy and objectives. • Ensure leading practices in developing a project plan and initiate project mobilisation by confirming project scope, estimate, resources, roles and responsibilities. • Support the portfolio management decision process through the creation of project charters, scope documents, risk assessments and budgets. • Manage project risk and change management for small- to medium-scale IT management projects. • Lead the assessment of inter-project dependencies and gauge the financial impact and risk of the project. • Weekly reporting on project status, risks, issues and key decisions to relevant stakeholders. (written reports to improve tracking) • Identify and anticipate risks and issues. Facilitate resolution, mitigation, and appropriate escalation.
4.	Problem, Incident & Change Management Services	<ul style="list-style-type: none"> • Monitor actions to investigate and resolve problems in systems, processes and services. • Determines problem fixes/remedies. • Assist with the implementation of agreed remedies and preventative measures. • Create actionable deliverables for the five change management levers: communications plan, sponsor roadmap, coaching plan, training plan, resistance management plan. 		

No.	Services Required	Scope of Services	Resources Required	Skills and Capabilities
		<ul style="list-style-type: none"> • Complete change management assessments. • Identify, analyse and prepare risk mitigation tactics. • Integrate change management activities into project plan. • Evaluate and ensure user readiness. • Manage stakeholders. 		
5.	Network & Infrastructure Management Services	<ul style="list-style-type: none"> • Monitor the effectiveness of installations and ensures that appropriate recommendations for change are made. • Provide technical expertise to enable the correct application of operational procedures. • Use infrastructure management tools to determine load and performance statistics. • Contribute to the planning and implementation of maintenance and installation work, including building and configuration of infrastructure components in virtualised environments. • Implement agreed infrastructure changes and maintenance routines. • Configure tools to automate the provisioning, testing and deployment of new and changed infrastructure. 	Infrastructure Server Engineer	<ul style="list-style-type: none"> • To configure and managing servers of different operation system such as Windows, Linux • Installing and fixing issues, and upgrading while implementing enhancement to servers to improve performance and reliability • To design, implement , and manage enterprise system technologies • To support technologies such as Active Directory , Hyper V, internet and file server migration • Should be familiar with Cloud Solutions, virtualisation software such as VMware and Hyper-V. • To provide support for implementation, maintenance and troubleshooting of IT systems.
		<ul style="list-style-type: none"> • Identify operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. • Maintain the network support process and checks that all requests for support are dealt with according to agreed procedures. • Make a significant contribution to the investigation, diagnosis and resolution of network problems. • Ensure that all requests for support are dealt with according to set standards and procedures. • Provide reports and proposals for improvement, to specialists, users and managers. 	Network Architect	<ul style="list-style-type: none"> • Manage technical network solutions and frameworks • Perform network troubleshooting to isolate and diagnose common network problems. • Recommend areas of upgrade for network hardware and software components as required. • Design and inspect network systems including their performance and readiness, take in consideration bandwidth requirements, infrastructure requirements and security. • Perform network planning, modelling, and analysis • Design and manage security countermeasures when network vulnerabilities arise.

No.	Services Required	Scope of Services	Resources Required	Skills and Capabilities
				<ul style="list-style-type: none"> • Develop and deliver professional proposals and design documentation. • Provide support during Architecture Review Board on Network related solution. • Work with network operations team and Security team to ensure that the Seda network is properly segregated and it's fit for purpose.
6.	Data Storage and Business Information Systems Management Services	<ul style="list-style-type: none"> • Manage the storage and backup systems to provide agreed service levels. • Responsible for creating, improving, and supporting quality IT services with optimal utilisation of storage resources, ensuring data security, availability and integrity of business data. • Develop standards, procedures and guidelines for implementing data protection and disaster recovery functionality for all business applications and business data using different online and offline storage devices. • Use database management system software and tools, and knowledge of logical database schemata, to investigate problems and collect performance statistics and create reports. • Carry out routine configuration, installation, and reconfiguration of database and related products. • Develops and configures tools to enable automation of database administration tasks. • Identify problems and issues and recommend corrective actions. • Provide appropriate reports and proposals for improvement, to specialists, users and managers. 	Data Analyst	<ul style="list-style-type: none"> • Develop clear communication channels with colleagues to review data and make sure that it's accurate. • Data validation to ensure accuracy, completeness and uniformity • Ensure effective data storage and virtualisation strategies • Conduct data integrity analysis to determine potential weaknesses • Analyse data to identify patterns and trends for actionable insights • Interpreting data to discover solutions and opportunities • Data mining, data analysis and document information flow. • Ensure management of business information systems • Disaster Recovery & Backup both online and offline. • Store different types of data formats and improve its access and security • Create methods for data storage, metadata management, and change control. • Produce data quality stats
			Database Administrator	<ul style="list-style-type: none"> • Build new dashboards • Optimise existing dashboards • Create dashboard manuals • Ensure management of business information systems • Train users to navigate the dashboard

No.	Services Required	Scope of Services	Resources Required	Skills and Capabilities
				<ul style="list-style-type: none"> • Prepare handover to support documents • Ensure dashboards adhere to corporate identity • Ensure correct data security levels are applied • Request for cloud infrastructure resources • Provide activity status to the programme manager.
7.	Asset & Configuration Management Services	<ul style="list-style-type: none"> • Scope finalisation of configuration management processes and the configuration items (CIs) and related information to be controlled. • Manage the adoption of appropriate tools, techniques and processes for configuration management to ensure information is complete, current and accurate. • Plan the capture and management of CIs and related information. • Contribute to development of configuration management strategies, policies, standards, and guidelines. • Manage and maintain the service compliance of all IT and service assets in line with business and regulatory requirements. • Identify, assess and communicate associated risks. • Ensure the business coordinate, optimise value and maintain appropriate legal compliance. 	Senior Enterprise Architect	<ul style="list-style-type: none"> • To provide alignment between business strategy and IT management strategy • Drive adoption of Architecture Framework. • Update and maintenance of the key Enterprise Architecture deliverables. • Establish and maintain contacts within business units and information system programs to understand business activities and requirements. • Architectural leadership in the resolutions of inter-program and inter-project issues. • Drive ongoing adoption of the Enterprise Architecture both within the business units. • Define the implementation and execution of the processes for conformance management of the Enterprise Architecture. • Conduct ongoing research and assessment of new analysis approaches for potential use within the Enterprise. • Provide consultation services in business process analysis in relation to the use of information and trends. • Ensure that programme and projects comply with Architect guidelines. • Evaluate internal functions, business development strategies and IT processes then suggest improvements. • Create business architecture models to reflect the organisation's strategies and goals.

No.	Services Required	Scope of Services	Resources Required	Skills and Capabilities
				<ul style="list-style-type: none"> • Organise training to improve employees' knowledge and skills for future organisational growth. • Create methods for compliance architecture and change control. • Determine and implement build versus buy strategies, mentor personnel and review of the IT Strategy. • Suggesting ideas to reduce costs in IT and business leadership.
			Senior Business Analyst	<ul style="list-style-type: none"> • Translate customer requirements into business requirement document and functional design specifications. • Assist in creating and validating business cases. • Ensure designs adhere to architectural standards and are practically implementable. • Validate solutions for quality, architectural and functional requirements. • Ensure all test efforts are planned, monitored and executed. • Perform first line application support for all applications in area of responsibility. • Develop and maintain project demand plan for area of responsibility.
			Web and App Developer	<ul style="list-style-type: none"> • Develop, build, configure and test solutions from low level designs. • Ensure that solutions meet requirements outlined in the design documentation. • Ensure solutions are justified in terms of value to the business. • Ensure that developed solutions are peer reviewed and formally documented. • Test solutions to ensure they meet quality standards • Collaborate with service transition and operations team for continuous service delivery. • Design solutions and ensure they are technically viable and as per the business requirements and enterprise IT standards.

No.	Services Required	Scope of Services	Resources Required	Skills and Capabilities
8.	Change, Release & Deployment Services	<ul style="list-style-type: none"> • Develop implementation plans for complex requests for change. • Evaluate risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted). • Seek authority for those activities, reviews the effectiveness of change implementation and suggests improvement to organisational procedures governing change management. • Lead the assessment, analysis, development, documentation and implementation of changes based on requests for change. • Lead the assessment, analysis, planning and design of release packages, including assessment of risk. • Liaise with business and IT partners on release scheduling and communication of progress. • Conduct post release reviews. • Ensure release processes and procedures are applied and that releases can be rolled back as needed. • Identify, evaluate and manage the adoption of appropriate release and deployment tools, techniques and processes. 	Applications Manager	<ul style="list-style-type: none"> • Analyse business operations and the business's computer systems and determine which software applications could improve efficiency. • Making recommendations on whether to upgrade the existing systems or install new ones. • Lead a teams of IT specialists in the implementation and upgrading of network hardware and software. • Monitor the roll-out of new software applications to ensure there are no problems. • Troubleshoot and resolve any problems with business application software. • Create and oversee protocols and procedures for the use of any new software applications. • Training employees on the use of any new software applications and maintaining a good work atmosphere • Manage local area networks, installing and maintaining routers, generating email addresses, and creating passwords and backups. • Creating, executing, and maintaining company databases. • Maintaining up-to-knowledge of the latest software developments.
9.	ICT Security Services	<ul style="list-style-type: none"> • Monitor the application and compliance of security administration procedures and reviews information systems for actual or potential breaches in security. • Ensure that all identified breaches in security are promptly and thoroughly investigated and that any system changes required to maintain security are implemented. 	Senior ICT Security & Compliance	<ul style="list-style-type: none"> • Oversee and coordinate IT security across the organisation • Identify and establish security initiatives and standards thought out the organisation • Plan, direct and coordinate the organisation's information security policies by setting procedures and guidelines that will ensure all Information systems are functional and secure.

No.	Services Required	Scope of Services	Resources Required	Skills and Capabilities
		<ul style="list-style-type: none"> • Ensure that security records are accurate and complete and that request for support are dealt with according to set standards and procedures. • Contribute to the creation and maintenance of policy, standards, procedures and documentation for security. • Coordinate and manage planning of penetration tests, within a defined area of business activity. • Provide objective insights into the existence of vulnerabilities, the effectiveness of defences and mitigating controls - both those already in place and those planned for future implementation. • Take responsibility for integrity of testing activities and coordinates the execution of these activities. • Provide authoritative advice and guidance on the planning and execution of vulnerability tests. • Defines and communicates the test strategy. • Manage all test processes and contributes to corporate security testing standards. 	ICT Security Officer	<ul style="list-style-type: none"> • Design and enforce policies and procedures that protect organisation computing infrastructure from all forms of security breaches. • Identify security vulnerabilities and implement actions to resolve them. • Ensure that the organisations network and data remain secure. • Monitor network usage to ensure compliance with security policies • Performing penetrations tests to find flaws. • Document any security breaches and assessing their damage.
10.	Business Continuity & Availability Services	<ul style="list-style-type: none"> • Leads the development and implementation of a continuity management plan. • Identifies information and communication systems that support the critical business processes and manages the relationship with specialists with authority for those systems. • Evaluates the critical risks associated with systems operation and identifies priority areas for improvement. • Designs and implements a testing strategy to ensure that continuity plans and procedures address exposure to risk and that agreed levels of continuity are maintained. • Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, 	Business Continuity Specialist	<ul style="list-style-type: none"> • Maintenance of business impact analysis in conformance to compliance requirements. • Develop and maintain continuity plans according to schedules and procedures. • Ensure that the organisation have viable, actionable, and effective business continuity plans to carry out business operations under adverse and emergency conditions. • Manage and coordinate the business continuity planning, methodology development, and documentation for different business units. • Develop business recovery plan for specific business units • Maintain standards, policies and procedures for business continuity and recovery plans.

No.	Services Required	Scope of Services	Resources Required	Skills and Capabilities
		<p>including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities.</p> <ul style="list-style-type: none"> • Plans arrangements for disaster recovery together with supporting processes and manages the testing of such plans. • Ensures the correct implementation of standards and procedures. 		<ul style="list-style-type: none"> • Manage organisations emergency response programs. • Develop staff to implement and operate business continuity and recovery plans. • Created risk awareness on business continuity and recovery plans. • Build relationships with relevant stakeholders by managing internal and external customer relationships • Monitor and measure success.
11.	First Line Desktop Support Services	<ul style="list-style-type: none"> • Remote and onsite IT Support for customers • Provide assistance to end users covering hardware, operating system, file and print, personal productivity suites, email, Internet, Intranet access. • Interface and collaborate with other 3rd party vendors to ensure seamless integration and support services. • Adherence to a call logging process, password resets/mail routing/new accounts etc. • Logging customer queries and meeting SLA's and updating existing tickets with SLA time • Ensuring that the operating system and personal productivity applications are configured for optimal performance using industry best practice and are up to date with the latest service packs, patches and drivers. • Scheduled Server maintenance • Installation, configuration, move and/or upgrades to both software and hardware, including peripherals and their associated drivers. • Escalate when needed to in accordance with SLA. 	Help Desk Support Technician (X2)	<ul style="list-style-type: none"> • To provide IT administration and support across the organisation. • To support remotely and desktop end- users nationally, as well as office automation support such as printers. • Experience working with ticketing systems.

3.2 RESOURCE REQUIREMENTS

The successful bidder will be required to provide a list of all its technical staff assigned to this project as per the requirements below;

No.	Skills Required	Qualification & Certification	Experience
1	Programme Manager	<ul style="list-style-type: none"> Bachelor's degree in Computer Science Engineering or a related discipline National Diploma in IT or equivalent Certification in Project Management such as (PMP or PMI Certification). 	<ul style="list-style-type: none"> 10 year experience in Programme/ Project management for organisations with more than 500 users 5 years' experience managing different IT projects Service Providers or Functional Streams Service Aggregation and Integration experience Experience in managing stakeholders and projects outputs
2	Project Manager	<ul style="list-style-type: none"> Bachelor's degree in Computer Science Engineering or a related discipline National Diploma in IT or equivalent PMI Certification, PMP 	<ul style="list-style-type: none"> 5 year experience in Project management for organisations with more than 500 users 5 years' experience managing different IT projects Experience in managing stakeholders and projects outputs
3	Infrastructure Server Engineer	<ul style="list-style-type: none"> Bachelor's degree in Computer Science Engineering or a related discipline National Diploma in IT or equivalent Relevant Certification 	<ul style="list-style-type: none"> 8 year experience in managing server infrastructure for organisations with more than 500 users Experience in managing stakeholders and projects outputs
4	Network Architect	<ul style="list-style-type: none"> Bachelor's degree in Computer Science or a related discipline. National Diploma in IT or equivalent Relevant Certification such as CCNP (Cisco Certified Network Professional) 	<ul style="list-style-type: none"> 8 year experience in network architecture for organisations with more than 500 users Experience in managing stakeholders and projects outputs
5	Data Analyst	<ul style="list-style-type: none"> Bachelor's degree in Data Science or Bachelor's Degree in Business Information Systems Relevant Certification 	<ul style="list-style-type: none"> 8 year experience in data analysis or data management for organisations with more than 500 users Experience in managing stakeholders and projects outputs
6	Database Administrator	<ul style="list-style-type: none"> Bachelor's Degree in Information Science or Computer Science National Diploma in IT or equivalent Relevant Certification 	<ul style="list-style-type: none"> 5 year experience in database administration Experience in stakeholders and projects management

7	Senior Enterprise Architect	<ul style="list-style-type: none"> • Bachelor's degree in Computer Science Engineering or a related discipline • National Diploma in IT or equivalent • TOGAF Certification or any relevant certification 	<ul style="list-style-type: none"> • 8 year experience in organisation wide enterprise architecture for organisations with more than 500 users • Experience in managing stakeholders and projects outputs
8	Senior Business Analyst	<ul style="list-style-type: none"> • Bachelor's degree in business, accounting, IT or any related field. • Relevant Certification such as : - Certification of Competency in Business Analysis (CCBA) Certified Business Analysis Professional (CBAP) Agile Analysis Certification (AAC) Certification in Business Data Analytics (CBDA), etc. 	<ul style="list-style-type: none"> • 8 year experience in Business analysis for organisations with more than 500 users • Experience in managing stakeholders and projects outputs
9	Web and App Developer	<ul style="list-style-type: none"> • Bachelor's degree in Web development or related field, Diploma in IT or equivalent • Relevant Certification such as Certified Web Professional - Web Developer 	<ul style="list-style-type: none"> • 5 year experience in web and App development • Experience in stakeholders and projects management
10	Application Manager	<ul style="list-style-type: none"> • Bachelor's degree in Computer Science Engineering or a related discipline • National Diploma in IT or equivalent • Relevant Certification 	<ul style="list-style-type: none"> • 8 year experience in application management for organisations with more than 500 users • Experience in managing stakeholders and projects outputs
11	Senior ICT Security & Compliance	<ul style="list-style-type: none"> • Bachelor's Degree in Computer Science /Diploma in IT or equivalent • Relevant Advanced Cyber Security Certification 	<ul style="list-style-type: none"> • 8 year experience in IT Security and compliance for organisations with more than 500 users • Experience in managing stakeholders and projects outputs
12	IT Security Officer	<ul style="list-style-type: none"> • Bachelor's Degree in Computer Science / National Diploma in IT or equivalent • Relevant Cyber Security Certification 	<ul style="list-style-type: none"> • 5 year experience in IT security • Experience in stakeholders and projects management
13	Business Continuity Specialist	<ul style="list-style-type: none"> • Bachelor's degree in Data Science or Bachelor's Degree in Business Information Systems • Relevant Certification 	<ul style="list-style-type: none"> • 8 year experience in IT Security and compliance for organisations with more than 500 users • Experience in managing stakeholders and projects outputs
14	Help Desk Support Technician (X2)	<ul style="list-style-type: none"> • National Diploma in IT or equivalent • N+/A+ / 1 Year Certificate • ITSM Certification 	<ul style="list-style-type: none"> • 3 year experience in helpdesk support • Experience in stakeholders engagement

4. CONTRACT DURATION

This contract is estimated to run for a maximum period of 12 months from date of the appointment of the service provider.

5. EVALUATION OF THE TENDER PROPOSAL

The proposal should be concise, specific and complete and should demonstrate a thorough understanding of the minimum requirements.

5.1 PHASE 1: PRE-QUALIFICATION CRITERIA

The following criteria will form the basis of evaluating all bids received and failure to comply with the pre-qualification criteria may result in the disqualification of the bid:

1.	A fully completed Tender Document with duly completed compulsory documents must be signed and certified where required and submitted as part of the bidder's tender submission Include the National Treasury General Conditions of Contract (GCC) and the National Industrial Participation Programme (NPP) Standard Bidding Documents (SBD) 5
2.	Attendance of Compulsory Briefing Session via Zoom on 13 January 2022 at 12:00pm to 14:00pm.

Only bids meeting the above Pre-Qualification Criteria will qualify to be further evaluated for Phase 2: Functionality Criteria.

5.2 PHASE 2: FUNCTIONALITY CRITERIA

The following criteria will be used to evaluate all bids that qualified at Phase 1: Pre-Qualification stage. Bids must score a minimum of seventy percent (70%), seventy points (70 points) on Phase 2 being the stipulated minimum threshold for Functionality Criteria. Only qualifying bids meeting/

exceeding the stipulated minimum threshold for the Phase 2: Functionality Criteria will be considered for Phase 3: Presentation and Demonstration

No.	Functionality Criteria	Points Allocation
1.	<p>Team Qualifications</p> <p>The submitted qualifications will be assessed individually as per the roles stipulated requirements in 3.2 above.</p> <p><i>(Please attach the proof of qualifications for all members and clearly identify their roles).</i></p> <ul style="list-style-type: none"> • Bachelor's degree in Computer Science Engineering or a related discipline = 2 Points • National Diploma or equivalent = 2 Points • 1 year certificate/ diploma = 1 Point • No qualifications attached = 0 Points 	28
2.	<p>Team Experience</p> <p>Each team members work experience will be assessed individually as per the requirements stipulated in 3.2 above.</p> <p><i>(Please attach the CV of all team members and clearly identify their roles).</i></p> <ul style="list-style-type: none"> • 10 years' experience as per the requirement = 3 Points <i>(below 10 > 5 years =2 points)</i> <i>(below 5 > 3 years = 1 points)</i> <i>(below 3 years = 0 points)</i> • 8 years' experience as per the requirement = 2 Points <i>(below 8 > 5 years =1 points)</i> <i>(below 5 = 0 points)</i> • 5 years' experience as per the requirement = 1 points <i>(below 5 years = 0 points)</i> • 3 years' experience as per the requirement = 1 points 	25

	<p><i>(below 3 years = 0 points)</i></p> <ul style="list-style-type: none"> No experience = 0 Points 	
3.	<p>Company Track Record</p> <p>The service provider must provide three (3) references from organisations that have been assisted with providing ICT support services in an organisation not less than 500 employees. (Please note that the references letters must include the name of the organisation, name of the project completed, contact name and number)</p> <ul style="list-style-type: none"> Three (3) reference letters = 12 points Two (2) reference letters = 8 points One (1) reference letter = 4 points No reference letters = 0 point 	12
4.	<p>Proposed Project Governance and Methodology</p> <p>The proposed methodology must indicate an understanding of project scope and outline the approach to be used in delivering the required services and clearly indicate quality assurance checks and overall governance approach for the project.</p> <ul style="list-style-type: none"> Detailed proposal submitted = 20 points Average proposal submitted = 10 points Poor proposal submitted = 5 points No proposal submitted = 0 points 	20

5.	<p>Capacity to deliver</p> <p>The service provider must provide a detailed project plan to be followed for the duration of the project. Clearly outlining the planned activities, timeframes, key milestones and alignment of resources to each activity in line with the scope of work.</p> <ul style="list-style-type: none"> • Detailed project plan submitted = 15 points • Average project plan submitted = 10 points • Poor project plan submitted = 5 points • No project plan submitted = 0 points 	15
Total Points		100
Stipulated Minimum Threshold		70%
<i>A FUNCTIONALITY SCORE OF LESS THAN (70) POINTS WILL ELIMINATE THE PROPOSAL FOR PRESENTATION EVALUATION</i>		

5.3 PHASE 3: PRESENTATION AND DEMONSTRATION

The below-mentioned evaluation criteria (see table below) will be applied to evaluate all bids where bids must score a minimum of seventy percent (70%) being seventy points (70 points) for Phase 3: Presentation and Demonstration evaluation, which is the stipulated minimum threshold (SMT) for Phase 3: Presentation and Demonstration Criteria. Only bids meeting/ exceeding the stipulated minimum threshold (SMT) for Phase 3: Presentation and Demonstration, will be considered for preference points. Only bids meeting/ exceeding the stipulated minimum threshold (SMT) for Phase 3: Presentation and Demonstration, will be considered for preference points.

No.	Presentation Criteria	Points Allocation
1.	<p>Methodology and Governance</p> <p>The service provider must present a comprehensive methodology and the governance approach to deliver on the project scope and outline the approach to be used in delivering the required services and clearly indicate quality assurance checks and overall governance approach for the project.</p> <ul style="list-style-type: none"> • Comprehensive & Relevant Presentation = 50 points • Average Presentation = 25 points • Poor Presentation = 15 points 	50
2.	<p>Project Plan</p> <p>The service provider must present a comprehensive project plan covering the key components of the project as per the scope of work. An outline of the skill within the organisation to deliver on the project, on boarding strategy aligned to the scope of work.</p> <ul style="list-style-type: none"> • Comprehensive and Relevant project plan = 50 points • Average project plan = 25 points • Poor project plan = 15 points 	50
Total Points		100
Stipulated Minimum Threshold		70%
<i>A PRESENTATION SCORE OF LESS THAN (70) POINTS WILL ELIMINATE THE PROPOSAL FOR FURTHER EVALUATION FOR PREFERENCE POINTS</i>		

5.4 PHASE 4: PREFERENCE POINTS SYSTEM

Awarding of Preference Points in terms of the Preferential Procurement Regulations of 2017

In respect to the awarding of preference points for Price and B-BBEE, a Bidder who submits the lowest acceptable bid will score 80 points for price. Bidders quoting higher prices will score lower points for price on a pro rata basis. A maximum of 20 points for B-BBEE will be awarded to a bidder for their status level of contributor.

Depicted in the table below, both the points allocated for Price (80) and the B-BBEE points (20) are combined or calculated to a total out of 100, and the tender must be awarded to the Bidder who scores the highest number of total points.

Preference Point Criteria		
Description		Points Allocation
1.	Price	80
2.	Broad-Based Black Economic Empowerment Status Level of Contribution	20
Total Points		100