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prasa
PASSENGER RAIL AGENCY
OF SOUTH AFRICA

REQUEST FOR QUOTATIONS
SPECIFICATION FOR NETTRACE

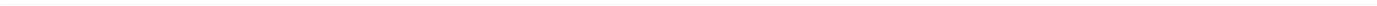# TABLE OF CONTENTS

1. Executive Summary

PRASA would like to request proposals for the NetTrace Enterprise Asset Management software renewal.

The bidders for the request for quotations need to be approved resellers / or distributors or the original equipment manufacturer (OEM) of the required NetTrace Enterprise Asset Management renewal for a period of two years.

2. Purpose

The purpose is to request quotations as proposals from bidders who are authorized resellers or / and distributors or the Original Equipment Manufacturer (OEM) for the renewal of the licenses for NetTrace Enterprise Asset Management to enable PRASA to track and manage all owned fixed assets by the system.

A valid signed letter that states that the bidder is the NetTrace software reseller / distributor from the Original Equipment Manufacturer or directly from the Original Equipment Manufacturer with the proposal for the quotation.

3. Background

PRASA would like to receive proposals for the quotations for the NetTrace renewal from the authorized resellers and / or distributors who may need to provide all the required support when required or directly from the Original Equipment Manufacturer.

The software needs to be activated and detail information of the products communicated to PRASA by the successful bidder.

The successful bidder needs to be able to provide any software technical support and / or advice on the software when required.

4. Scope of work

A successfully bidder is required to do the following:

4.1. <u>Application system licensing</u>

The licensing of NetTrace Enterprise Asset Management application to track, manage and report on:

(i) Track and automatically collect asset inventory.
(ii) Remotely Freeze and / or wipe out sensitive data residing on Lost or Stolen Laptops or / and Desktops.
(iii) Remotely Lock Lost or Stolen Laptops or / and Desktops.
(iv) Analyse and report on owned devices in the existing asset inventory system.
(v) Seamlessly integrate and verify asset inventory from all locations.
(vi) Automatically link, match and correlate Financial Asset Register (FAR) and IT CMDB data.
(vii) Licensing for an end user computing inventory collection and endpoint IT management system.

4.2. **Professional Services**
Services for NetTrace Asset Management system application configuration and organisational systems data automation:

(i) Assist in deployment and activation of persistence module for endpoint tracking, inventory and verification.
(ii) Security Posture Dashboard configuration for endpoint devices.
(iii) Ingestion and automation of Fixed Asset Register financial data asset matching for endpoint devices.
(iv) Ingestion and matching of Assigned User.
(v) Ingestion and matching of Warranty data.
(vi) Installation, Setup and Configuration of the unified end user computing endpoint IT management system server infrastructure and application.

4.3. **Maintenance and Support**
The successful bidder is expected to provide:

(i) Application and system maintenance.
(ii) End user support resources.
(iii) User system training.

4.4. **Configuration Management Data Base (CMDB) Data**
NAM can be used to maintain or update or clearly identify asset inventory discrepancies in a company's CMDB. The up to date and reliable data can be scheduled to populate and verify asset inventory for all asset types. Procurement data can be verified and asset assignment confirmed with the integrated NAM scan functionality and dynamic updates to ensure process are completed and checked.

4.5. **Fixed Asset Register (FAR) Data**
Matching to the various data sets provided by the customer FAR, enables the tracking of the depreciation of assets and bill cost centres accurately from one console. The verification of assets within NAM allows the customer to maintain and manage the data in their FAR with reliably audited data.

4.6. **Warranty Data**
Provide the risk analysis and reporting which would enable PRASA to have a multi-pronged approach in the procuring and budgeting for new, or replacement of assets by uploading warranty data into NAM. Warranty data is automatically linked to a device, location, business unit, user and cost centre thus allowing the PRASA to accurately project budget for a given financial year and ensuring appropriate stock levels are available while reducing wasteful expenditure and improve cash flow.

4.7. **Active Directory (AD) Data**
Ensure that AD data is matched by device name and login ID within NAM. A discrepancy report could then be drawn and various actions can be executed. Such as a clean-up of already decommissioned devices and removal of non-relevant data. With accurate AD data the operational efficiency of existing resources will dramatically improve and reduce operational cost and potential resource constraint.

4.8. **Software Asset Management (SAM)**

Ensure that the installed software inventory data gets collected by NAM and can either be exported and analysed and have standard reports generated. Provide the following the standard reports:

(i)   Installed Software Overview Report
(ii) Software Configuration Change Report
(iii) Software by Device Report
(iv) Software License Compliance Overview Report
(v) Microsoft Audit Summary Report
(vi) Software Policy Non-Compliance Report
(vii)Installed Programs by Device Report
(viii)   Installed Programs by Account Report

4.9. **Physical Verification (Asset scanning)**

Ensure that the solution provided to automatically maintain electronic inventory of all endpoint devices is dependent on the asset having a connection to the internet. Also, to extend management of offline asset such as in-stores, a web scanning application (NAMSCAN) enabling PRASA user's smartphone into a scanner by utilising the camera as the barcode reader. This to allow for offline assets to be managed through physical verification updating the system in Real-time. The application should allow for the ability to take a photo of the asset in the instance that it has been damaged allowing for good record keeping. The ability to scan offline assets ties in with storeroom management functionality enabling PRASA to quickly view stock levels of new assets and used assets that can be re-purposed.

4.10.   The successful bidder to provide support contact details for system related queries and assist with the technical team.

4.11.   Provide Service Level Agreement which includes response time, resolution time per priority level.

5. Compliance Requirements

Only bidders authorized resellers and / or distributors who have provided valid signed letter as a re-seller / or distributer of the software will be considered or the original equipment manufacturer as a bidder for software ownership. A bidder who fails to fully comply with the compliance requirements and provide required proof will be disqualified for any further evaluation.

Description	Compliance (YES / NO)	Comments (Provide the location / index of the evidence for the document)
A valid signed letter for reseller and / or distributorship status from the Original Equipment Manufacturer (OEM) or letter by OEM if bidding indicating ownership for NetTrace must be provided.		
Provide at least two signed reference letters from clients where NetTrace Enterprise Asset Management renewal must be provided.		

6. Bill of Quantities

The table below is for the required bill of quantities for NetTrace and a total for a period of two years to be provided.

Description	Quantity	Unit Price	One year cost	Two years cost
Software subscription for NetTrace Enterprise Asset Management Renewal.	**600**			
TOTAL				

7. Technical Evaluation

There is no technical evaluation and only bidders who have fully complied (100%) with the compliance requirements will be evaluated further for pricing and BBBEE. If the bidder does not meet the **100% threshold for compliance requirements they** will be disqualified for further evaluations on pricing and BEE.

Drafted by: Approved by:

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DAVID DUMA   **YUMI ISAWA**

MANAGER: APPLICATIONS   **General Manager: ICT Governance**

DATE: *22 November 2021*   **DATE:** 23 November 2021