

REQUEST FOR QUOTATIONS

2023

**REQUEST FOR QUOTATIONS FOR PROVISION AND SUPPORT OF AN UPTIME AND AVAILABILITY
MONITORING SYSTEM FOR RSR'S ICT INFRASTRUCTURE AND APPLICATIONS FOR A PERIOD
OF 24 MONTHS**

1. Purpose

- 1.1. The purpose of this request for quotation (RFQ) is to invite proposals from suitable service providers for the provision and support of an Uptime and Availability Monitoring System for RSR's ICT Infrastructure and Applications for a period of 24 months.

2. Considerations/background

- 2.1. The Railway Safety Regulator (RSR) was established in terms of the National Railway Safety Regulator Act, No 16 of 2002 ("the Act") as amended, to establish a national regulatory framework for South Africa and to monitor and enforce safety compliance within the rail sector. The RSR is an agency of the Ministry of Transport and comprises a Board, Chief Executive Officer, Executive management and staff.
- 2.2. Information Systems have become increasingly integrated with business processes, improving productivity and efficiencies; as well as ensuring business survival. The RSR operates with hybrid infrastructure with applications hosted on Cloud environment as well as on-premises. The applications include three (3) critical systems, namely the National Information and Monitoring System (NIMS), Sage (300 and 200) and the CURA system. In addition, RSR's managed applications include Microsoft Outlook, 4me (service desk application), Intranet, CaseWare and the Website.
- 2.3. The availability and uptime of the above indicated applications and ICT infrastructure

components are crucial for RSR's ability to perform and continue business-critical functions.

- 2.4. Therefore, the RSR seeks to appoint a suitable service provider for the provision and support of an Uptime and Availability Monitoring System for RSR's ICT Infrastructure and Applications for a period of 24 months.

3. Scope of work / Specification

Specifications are as follows:

3. SYSTEM CAPABILITIES:

- 3.1. The Uptime and Availability Monitoring System should comprise of the following functionalities / capabilities:

Req#	Phase
SYSTEM CAPABILITIES REQUIREMENTS	
1.	The system must be a web-application which can be installed on multiple servers.
2.	The system must provide capability for the System Administrator to configure applications, devices, network points and databases to be monitored.
3.	The system must provide capability to monitor the network uptime.
4.	The system must provide a dynamic dashboard to view the health status of the ICT infrastructure, endpoints, applications and databases.
5.	The system must provide capability to generate and download daily, weekly, monthly, quarterly and yearly uptime and availability reports for all configured endpoints.
6.	The system must have ability to send automated hazard warnings and alerts using e-mail and SMS.

7.	The system must provide capability to monitor uptime for database servers.
8.	The system must provide capability to monitor uptime for multiple Virtual Machines.
9.	The system must provide capability to monitor Sever CPU load.
10.	The system must provide capability to monitor multiple server disk space availability.
11.	The system must provide capability to monitor multiple server memory.
12.	The system must provide capability to measure and indicate daily, weekly, monthly, quarterly and yearly uptime and availability percentages.
13.	The system must provide capability to provide reports on data-backup sizes and recovery time objectives.
14.	The system must provide capability to produce optimisation reports for cost efficient use of the Cloud Infrastructure.
15.	The system must provide capability to monitor database server uptime.
16.	The system must have ability to produce diagnostic reports.
17.	The system must be accessible and responsive in all major browsers (Chrome, Microsoft Edge, Firefox, Opera and Safari) and across major smart devices (Google's Android, Apple's iOS and Harmony OS).
18.	The system login details must be protected by encrypted username and password.
19.	The system must provide capability to integrate with a Microsoft SQL database.
20.	The system must have an audit trail logging ability.

4. SYSTEM SUPPORT REQUIREMENTS:

- 4.1.** The suitable service provider must deliver on the following system support requirements for a duration of 24 months:

- Software support services, including troubleshooting of technical difficulties, system configuration; and customer support for user questions.
- Database upgrade, service packs, patching, health-checks, bug fixes and maintenance.
- Ensure that RSR can be supported remotely and on-site whenever required.
- Be able to connect to RSR call logging system to assist with incidents and call requests.

4. Administrative / Compliance Requirements

- 4.1. Registration on National Treasury CSD report
- 4.2. Comprehensive quotation (prices must be VAT Inclusive)
- 4.3. Tax Pin & Tax clearance certificate
- 4.4. Fully Completed and signed Standard Bidding Documents (SBD) forms documents
- 4.5. A valid BBBEE certificate or sworn affidavit (on sworn affidavit indicate the day, month and year of the financial year period ie, 31 March 2022)
- 4.6. Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC)
- 4.7. A Copy of the identity document of the company owner(s)
- 4.8. Valid Medical Certificate
- 4.9. Valid South African Social Security Agency (SASSA) registration **(Where applicable)**
- 4.10. Valid National Council for Persons with Physical Disability in South Africa registration (NCPPDSA)

Failure to submit valid documents listed above (No - 4.5, 4.6, 4.7, 4.8, 4.9, 4.10) for proof of claim specific goals as stipulated in Section 6 below will lead to the service provider not being awarded points for specific goal.

5. Functionality Evaluation Criteria - *if applicable*

5.1. The suitable service provider must demonstrate capacity and capability to execute this project by complying with the functionality criteria on the table below:

NO	ITEMS	FUNCTIONALITY CRITERIA	POINTS
1	COMPANY EXPERIENCE	<p>The bidder must submit reference letters relevant to the provision of an ICT infrastructure uptime and availability monitoring system. The reference letter/s should at least include the name of client, contact person and details, description of services; as well as duration of services.</p> <p>The scoring of company experience will be as follows:</p> <ul style="list-style-type: none"> • Four (4) relevant reference letters = 20 points • Three (3) relevant reference letters = 15 points • Two (2) relevant reference letters = 10 points • One (1) relevant reference letters = 05 points • Zero (0) relevant reference letters = 0 points 	20
2	PROJECT IMPLEMENTATION PLAN.	The bidder must submit a detailed project implementation plan with timeframes including milestones, responsibilities, and dependencies:	30

		<p>The scoring of the implementation plan will be as follows:</p> <ul style="list-style-type: none"> • Exceptionally defined project implementation plan with timeframes including milestones, critical factors, responsibilities, and dependencies = 30 Points • Moderately defined project implementation plan with timeframes including milestones, responsibilities, and dependencies = 20 Points • Poorly defined project implementation plan with timeframes including milestones, responsibilities, and dependencies = 10 Points • Project implementation plan not submitted = 0 points 	
3	SERVICE MANAGEMENT STRATEGY	<p>The bidder must submit a detailed service management strategy which addresses all RSR requirements:</p> <p>The scoring of the service management strategy will be as follows:</p> <ul style="list-style-type: none"> • Exceptionally defined service management strategy = 30 Points 	30

		<ul style="list-style-type: none"> Moderately defined service management strategy = 20 Points Poorly defined service management strategy = 10 Points Service management strategy not submitted = 0 points 	
4	ICT INFRASTRUCTURE TECHNICAL ANALYSIS APPROACH	<p>The bidder must submit a detailed ICT Infrastructure Technical Analysis Approach:</p> <p>The scoring of the ICT Infrastructure Technical Analysis Approach will be as follows:</p> <ul style="list-style-type: none"> Exceptionally defined ICT Infrastructure Technical Analysis approach = 20 Points Moderately defined ICT Infrastructure Technical Analysis approach = 15 Points Poorly defined ICT Infrastructure Technical Analysis approach = 10 Points ICT Infrastructure Technical Analysis Approach not submitted = 0 points 	20

Service Providers must attain a minimum threshold of **70 points** or more to be considered for evaluation on the 80/20 Preference Point System.

Failure to attain the set minimum threshold will result in a disqualification.

6. Evaluation 80/20 Preference Point System

- 6.1. The price quotations will be evaluated in accordance with the pre-scripts of the Preferential Procurement Policy Framework Act (PPPFA) and its regulations, in particular Preference Procurement Regulation 2022 which stipulate **80/20 preference point system for acquisition of goods or services with Rand value equal to or below R50 million (inclusive of all applicable tax).**
- 6.2. **A maximum of 80 points for price and 20 points for the specific goal specified on the request for quotation may be awarded to a Service Provider.**
- 6.3. **Points for the specific goal will be awarded as specified on the table below:**

NO	SPECIFIC GOALS	PREFERENCE POINT (OUT OF 20)	PROOF OF CLAIM
1	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is <i>at least 51% owned by black people</i>	10	<ul style="list-style-type: none"> • Copy of the identity document of the owner(s) • A valid SANAS accredited BBEE certificate or a valid BBEEE sworn affidavit (whichever is applicable) • Central Supplier Database (CSD) report • Valid company registration documentation that are issued by

			Companies & Intellectual Property Commission (CIPC)
2	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is at least 51% owned by black women	5	<ul style="list-style-type: none"> • Copy of the identity document of the owner(s) • A valid SANAS accredited BBEE certificate or a valid BBEE sworn affidavit (whichever is applicable) • Central Supplier Database (CSD) report • Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC)
3	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is at least 51% owned by youth	3	<ul style="list-style-type: none"> • Copy of the identity document of the owner(s) • A valid SANAS accredited BBEE certificate or a valid BBEE sworn affidavit (whichever is applicable) • Central Supplier Database (CSD) report • Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC)

4	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is <i>at least 51% owned by person(s) with disabilities</i>	2	<ul style="list-style-type: none"> • Copy of the identity document of the owner(s) • A valid SANAS accredited BBEE certificate or a valid BBEE sworn affidavit (whichever is applicable) • Central Supplier Database (CSD) report • Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC) • Valid Medical Certificate • Valid South African Social Security Agency (SASSA) registration (Where applicable) • Valid National Council for Persons with Physical Disability in South Africa registration (NCPDSA)
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6.4. For Points to be awarded for the specific goals the proof for the claim for such goal must be submitted.

7. Technical Enquiries

7.1. SCM Enquiries.

Mr. Fumani Mabunda

fumanim@rsr.org.za

7.2. Project Manager

Mr. Thabang Mothoa

thabang.mothoa@rsr.org.za

8. Closing Date and Time for responses to this request for quotation

- 8.1. The request will be **closed on 14 February 2023 at 15h00**. Responses may be emailed to fumanim@rsr.org.za