



SOUTH AFRICA

Electoral Commission

Auction #: 0010553644

Information Technology Service Management (ITSM) Solution

IMPORTANT NOTICE

Failure to comply with the completion of the auction conditions and the required information or submission of the required stipulated documents indicated shall invalidate a bid.

1 Introduction

The Electoral Commission is seeking to appoint a suitably accredited service provider to supply an off-the-shelf Information Technology Service Management (ITSM) solution. The solution shall be supplied with implementation services, migration of data from the current solution (BMC Remedy), support and maintenance over a period of 3 years.

Bidders must place a bid on the Votaquotes (eProcurement) system and then provide all the required documentation before the closing dates as specified in this document and on the Votaquotes web site.

2 Background Information

The Electoral Commission has invested extensively in ICT technologies, which provide a platform to effectively support and enable its business processes and to meet its goal of providing a free and fair election process in an open and transparent environment. The Electoral Commission's ICT Department intends to continue running a highly efficient, secure, and stable ICT environment making full use of industry standards, best practices and disciplines based upon stable, secure, and reliable technologies.

The Electoral Commission has been using BMC Remedy software as a tool to manage the Service Desk Service over several years. The current version in use has gone past end of life support, and the Electoral Commission is seeking to replace it.

3 Technical Specifications

It must be noted that the technical specifications below are the minimum requirements; the only deviation that may be accepted will be in case where the bidder's specification is better. Anything below specification will be disqualified.

- 3.1 The Electoral Commission is looking for an off-the-shelf Information Technology Service Management (ITSM) solution.
- 3.2 The ITSM solution must be deployable in an on-premises environment. Points will be awarded if the solution can be deployable in a hybrid environment with the servers and desktops working from the on-premises solution and the laptops working from the cloud

version.

- 3.3 The ITSM solution shall be supplied with implementation services,
- 3.4 Points will be allocated if the service provider can migrate incidents, problems and change requests from the current solution (BMC Remedy) to the new ITSM solution
- 3.5 The ITSM solution must be supplied with support and maintenance over a period of 3 years that allows the Electoral Commission to access patches, upgrades and product technical support
- 3.6 The service provider must provide skills transfer with administrator and user training on the new ITSM solution.
- 3.7 The ITSM solution that improves the efficiency, collaboration and user experience for IT service management processes for the Electoral Commission will be preferred.

The solution shall have the following functionality at a minimum:

3.8 ITIL Compliant Service Desk

The ITSM solution must have functionality that provides a primary/single interface between users and the IT department, handling all communication related to IT services including incidents, service requests, and information access. The service desk solution must provide for the following:

- 3.8.1 Logging, categorizing, and prioritizing all calls
- 3.8.2 Providing first-line investigation and problem diagnosis
- 3.8.3 Resolving incidents or service requests from first contact (first level support)
- 3.8.4 Escalating incidents and service requests that cannot be resolved within agreed-on time limits
- 3.8.5 Closing resolved incidents, requests, and other calls
- 3.8.6 Communicating with users to keep them informed of progress, impending changes, agreed-on outages, and other such notifications

3.9 Incident Management:

The ITSM solution must have functionality that will drive the process to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, ensuring that agreed levels of service quality are maintained. An incident can be logged through phone calls, emails, SMS, self-service portal or via live chat messages. The solution must be able to route and assign incidents.

3.10 Problem Management:

The ITSM solution must have functionality that will assist in the identification, analysis, and resolving the root causes of incidents to prevent their recurrence and minimize their impact on business operations. This will drive the process to prevent problems and resulting incidents from happening, eliminate recurring incidents, and minimize the impact of incidents that cannot be prevented.

3.11 Change and Release Management:

The ITSM solution must have functionality that will manage the Change process. This functionality will ensure that changes are planned, approved, implemented, and reviewed in a structured and controlled manner, minimizing disruptions and risks while maximizing benefits. The service desk must act as a central point of contact and communication for all change-related activities

3.12 Asset and Inventory Management:

The ITSM solution must include a comprehensive solution for tracking, managing, and optimizing both physical and digital assets throughout their lifecycle to drive the process of developing, operating, maintaining, upgrading, and disposing of assets in the most cost-effective manner (including all costs, risks, and performance attributes).

3.13 Software Management (License Management)

The ITSM solution must be able to capture a list view of licenses allowing for quick access to key information such as the expiration date, license type, number of purchases. The Electoral Commission should be able to keep tabs on all purchased licenses and contracts with alerts and get reminders about contract renewals

3.14 Service Level Management:

The ITSM solution must have functionality that will drive SLM (Service Level Management) which includes monitoring and service quality management based on defined quality indicators (SLA). The solution must have the following capabilities at a minimum:

3.14.1 Service Level Agreement (SLA) Management: The ITSM solution must provide features to define, create, and manage SLAs. This includes capturing SLA details such as service scope, service level targets, performance metrics, escalation procedures, and any associated penalties or incentives. The system must allow for SLA monitoring, tracking, and reporting, providing real-time visibility into the performance against agreed-upon targets;

3.14.2 Multiple Service Targets per incident: The ITSM solution must be able to measure multiple service targets across SLA, Operational Level Agreements (OLA) and Underlying Contracts (UC), at the same time on a single incident.

3.14.3 Operational Level Agreement (OLA) Management: The ITSM solution must facilitate the creation and management of OLAs. This enable defining the internal relationships, dependencies, and responsibilities between different support groups or teams within the organisation. The system must allow for documenting the specific roles, interfaces, and processes that need to be coordinated for effective service delivery;

3.14.4 Underpinning Contract (UC) Management: The ITSM solution must incorporate the functionality to handle Underpinning Contracts with the Electoral Commission's external suppliers or OEM appointed vendors. It must allow for the capturing of contract details, terms, and conditions. The system must provide mechanisms to monitor and track the performance of the external parties against their contractual obligations.

Service Target Monitoring: The ITSM solution must include monitoring capabilities to track and measure service performance against defined Service Targets. It must allow input of relevant data such as response times, resolution times, availability statistics, and other performance metrics. The system must generate reports and dashboards to provide visibility into service performance trends and helps identify areas where targets are not being met;

3.14.5 Alerting and Escalation: The ITSM solution must support alerting and escalation mechanisms (using emails, SMS, mobile app etc.) tied to SLAs and Service Targets on three levels.

3.14.5.1 Operational alerts: It must automatically trigger notifications or alerts when service performance's predefined thresholds are breached.

3.14.5.2 Operational escalations: The system must facilitate the escalation of issues to higher levels of support or management when necessary to ensure timely resolution and adherence to SLAs.

3.14.5.3 Customer alerts: The system must be able to trigger notifications or alerts at specific point within the service delivery life-cycle to customers where required. These customers may or may not have an active ITSM profile.

3.15 Configuration Management Database

The solution must have Configuration Management functionality. Configuration Management (CM) is an ITIL and an ITSM process that tracks all of the individual Configuration Items (CI) in an IT system which may be as simple as a single server, or as complex as the entire IT department. Configuration Management focuses on identifying, controlling, and documenting IT services and their components, ensuring accurate and reliable information is available when needed.

3.16 Request Management

The ITSM solution must have Request fulfilment functionality which is the process responsible for managing the life cycle of all user service requests. These requests include software installations, access rights, password resets, hardware replacements, or new user setups

3.17 Service and Product Catalogue:

3.17.1 The ITSM solution must have a Service Catalogue. The Service Catalogue is the only part of the ITIL Service Portfolio published to Customers and is used to support the sale and delivery of IT Services. The Service Catalogue includes information about deliverables, prices, contact points, ordering, and request Processes.

3.17.2 Knowledge Management - System functionality is required for Knowledge management. Knowledge management is the systematic management of an organization's

knowledge assets to create value and meet tactical & strategic requirements; it consists of the initiatives, processes, strategies, and systems that sustain and enhance the storage, assessment, sharing, refinement, and creation of Knowledge articles.

3.18 Self-service portal

3.18.1 The solution must have a user interface that is accessible on various browser-enabled devices based on Windows, Mac, Android, and iOS.

3.18.2 Web and mobile access - The ITSM solution must provide a mobile app for mobile access. The mobile app must allow users of ITSM to stay connect and to manage IT services on the go; providing access to key functionalities such as incident management, task assignments and approvals.

3.18.3 Multi-tenant capability - The ITSM solution should differentiate and segregate configuration items (CI's), foundation data (people, sites, categorizations etc.), incidents, changes, problem investigations between customers using the ITSM.

3.19 Role level Access:

The ITSM system should provide the standard Role level access, such as administrator, service desk agents, managers, technicians, and end-users. Each role must have assigned specific access rights and permission based on their responsibilities. Listed common role levels and their access privileges in the proposed ITSM system.

3.19.1 **Administrator:**

3.19.1.1 Full access to the ITSM system, including configuration, customisation and administration;

3.19.1.2 Ability to create and manage user accounts, roles and permissions;

3.19.1.3 Access to system settings, workflows and integrations; and

3.19.1.4 Privileges to perform system backups, maintenance and upgrades.

3.19.2 **Service Desk Agent:**

- 3.19.2.1 Access to the service desk interface to manage incidents, service requests, and change requests;
- 3.19.2.2 Ability to view, create, update, and resolve tickets assigned to their respective queue or group;
- 3.19.2.3 Permission to communicate with end-users and provide support through the ITSM system; and
- 3.19.2.4 Limited access to system configuration and administration settings.

3.19.3 **Manager/Supervisor:**

- 3.19.3.1 Access to dashboard and reports for monitoring service desk performance, ticket metrics, and SLA compliance;
- 3.19.3.2 Ability to assign and prioritize tickets, manage ticket queues and reassign tickets to appropriate agents;
- 3.19.3.3 Permission to approve or reject change requests and escalate critical incidents; and
- 3.19.3.4 Limited access to system configuration settings.

3.19.4 **Technician/Line of Business owner:**

- 3.19.4.1 Access to the ITSM system for performing technical tasks and resolving incidents or service requests;
- 3.19.4.2 Ability to view and update assigned tickets, add notes, and collaborate with other technicians;
- 3.19.4.3 Permission to access knowledge base articles, known error database, and asset management functionalities; and
- 3.19.4.4 Limited access to system configuration and administration settings.

3.19.5 **End-User:**

- 3.19.5.1 Limited access to the ITSM system, typically through a self-service portal or user interface;
- 3.19.5.2 Ability to submit service requests, incidents, or change requests;
- 3.19.5.3 Permission to track the status of their tickets, communicate with service desk agents, and access self-help resources; and
- 3.19.5.4 Restricted access to system configuration and administration settings.

3.20 Archiving:

Archiving capability is required on the ITSM system, this refers to the process of preserving the storing historical data, records, and information related to the ITS service operations. Archiving is essential for compliance, audit purposes, knowledge management and maintaining a historical record of IT activities. The following is required as part of the ITSM Archiving functionality for the Electoral Commission:

- 3.20.1 Must be Configurable;
- 3.20.2 Must have Data categorisation, incident, service requests, change records, knowledge article, and configuration items may require different retention periods;
- 3.20.3 Must provide for Archiving Frequency; such as monthly or based on specific triggers like a predefined data size threshold;
- 3.20.4 Must provide for Archiving Method; methods can include database backups, exporting data to a separate storage system or leveraging built-in archiving features provided by the ITSM system;
- 3.20.5 Must provide for Data security; ensure that the archived data is securely stored and protect from unauthorised access by applying appropriate encryption, access controls and monitoring mechanisms to safeguard archived information; and
- 3.20.6 Must provide for Indexing; to aid in compliance audits, troubleshooting and knowledge management.

- 3.21 Automation: The ITSM solution must be able to automate processes and workflows related to SLAs, OLAs, Underpinning Contracts, and Service Targets, reducing manual effort and ensuring consistency and accuracy in managing service agreements. For example Change Management Process that includes the drafting of the change request including the capture of impact analysis, approval of the change request by business or management, the uploading of evidence of testing performed, capture of people that worked on the change. Ability to sign the documents online using electronic signature will be an added advantage. The system should be able to allow the printing out the completed and signed Change Request forms from the system.
- 3.22 Integration: The ITSM solution must integrate with various monitoring tools, ticketing systems, and data sources to collect and consolidate performance data. This integration should be bi-directional and allow for auto resolution of incidents where applicable. At a minimum, the ITSM solution must integrate with Microsoft Exchange. The solution must be able to be integrated with PowerApps to extend functionality and automate workflows. This integration should allow users to create tickets in ITSM from PowerApps and trigger actions in the ITSM solution based on PowerApps events. Integration with SAP, FortiSIEM and ManageEngine Ops Manager will be a bonus.
- 3.23 Reports: The ITSM solution must offer reporting and analytics capabilities to generate SLA compliance reports, performance trend analysis, and other relevant insights. It must enable stakeholders to assess service performance, identify bottlenecks or areas of improvement, and make data-driven decisions to enhance service delivery. The system must have the facility for users to generate their own reports. As part of the Integrated Operations Centre requirement, the Service management solution must fully integrate into PowerBI. At a minimum, the following reports on logged incidents and change requests for user defined periods (weekly, monthly, quarterly, yearly or user defined) must come as part of the solution:
- 3.23.1 Age Analysis
 - 3.23.2 Carried forward reports
 - 3.23.3 Service Desk reports
 - 3.23.4 Incident Report.
 - 3.23.5 Change Request Report.
 - 3.23.6 Staff Performance Reports

- 3.24 Support and Maintenance: The ITSM solution must be supplied with a 3 years' support and maintenance contract that must allow the Electoral Commission to access patches, upgrades and product technical support.
- 3.25 Operational Requirements: The ITSM must be deployable on a VMWare environment using Windows Server 2022 or later and must be able to use Microsoft SQL Server 2022 or later as a database. The solution can be configurable in a highly available manner with one instance at National Office and the other instance at the Disaster Recovery site
- 3.26 The solution should cater for about 100 users in different roles

4 Planning Assumptions

The Electoral Commission has made the following assumptions:

- 4.1 The Electoral Commission will provide technical resources for all the Electoral Commission's designated work including setup and configuration of own systems and databases.
- 4.2 Wherever the need arises the successful bidder shall do initial equipment configuration of environmental specific requirements.
- 4.3 The delivery of the software support and maintenance renewal and implementation services required must be completed within the days as stipulated in the delivery and implementation schedule stipulated in section 10.
- 4.4 The bidder's change control management process must be flexible enough to facilitate speedy deployment and resolution of problems without compromising management controls and security.

5 General Bid Conditions

The following standard bid conditions must be adhered to and complied with; failing which the bid will be disqualified.

- 5.1 All bids must be placed online on eProcurement website
<https://votaquotes.elections.org.za>
- 5.2 Bidders must complete and submit [Appendix A: Technical Bid Response](#) to demonstrate

compliance with the required technical specification.

- 5.3 The bidder must be authorized to sell the product supplied.
- 5.4 An OEM letter of proof of the reseller agreement/authorization must accompany the written documentation for this bid.
- 5.5 Should the reseller authorization be from a distributor, then a proof of authorization authorizing the distributor to resell and/or to authorize others by the OEM must be submitted together with the reseller authorization from the distributor.
- 5.6 Bidder must have at least three (3) years' experience in providing products and services required and the bidder must provide a profile or letter to confirm.
- 5.7 Bidder must submit at least three (3) contactable references where a project of similar scope (delivery of ITSM solution) was successfully executed. Bidder can use Appendix C – Guideline Reference Table as guideline.
- 5.8 Bidders must adhere to the delivery schedule in Section 10.
- 5.9 A statement of service, describing the service and support that is covered under the warranty including the roles of the bidder and the Original Equipment Manufacturer (OEM) must be submitted as part of the bid.
- 5.10 Bidders must have the technical resources required to deliver and support these services. This includes an ideal project team's (Contractor) composition, skills and organization. The submission must also include the time estimates for each member such as full time / part time (a staffing plan). A minimum of one (1) CV of a senior resource, detailing product and consulting experience, ITSM expertise in general and qualifications, must be submitted together with the bid before closing date and time. The bidder must use [Appendix D: CV Guideline](#) as guideline
- 5.11 The Electoral Commission requires services that are based on a standard existing product/service in the market and not products specifically designed and/or cloned for this bid. The bidder is required to provide proof of available local (South African) support for the proposed solution including an indication of the number of clients both in South Africa and worldwide. The bidder will be allocated points if the bidder lists the names of

the South African customers. The bidder is also required to provide a data sheet for the product/service

- 5.12 The successful bidder will be required to enter into a Service Level Agreement (SLA) with the Electoral Commission. The bidder is to include as part of the bid submission an example SLA.

6 Quality Control

The following quality control conditions must be adhered to and complied with, failing which the bid may be disqualified.

- 6.1 The bidder takes responsibility for the completeness and quality of their bid submission.
- 6.2 The bidder must undertake and warrant that the software support and maintenance renewal is in line with the tender specifications.
- 6.3 The bidder will have the primary responsibility of ensuring that the proposed software support and maintenance renewal complies with the required specification in terms of functionality and technical specification including quantity and quality.
- 6.4 The Electoral Commission may also call on bidders to make presentations in order for the Electoral Commission to ensure full compliance with all its requirements and as part of the bid evaluation process prior to the conclusion of the adjudication of the bid. Any such request for presentations shall only be for clarification purposes in support of mandatory requirements that must be adhered to as part of the written submission requirements of this bid. Failure to submit mandatory requirements shall not be rectified by the call for presentations. Any restrictions or conditions associated with any elements of the service offering/s must be detailed. The Electoral Commission reserves the right to reject conditions which are considered unfavourable to its business or unacceptable.
- 6.5 The bidder and/or OEM must provide the associated support and maintenance for the duration of the contract. The support and maintenance must include all services as per product code.
- 6.6 The submission of a bid implies acceptance of the terms specified in the provisions laid down in the bid specifications, the procurement and, where applicable, additional

documents.

- 6.7 Bidders are expected to examine carefully and respect all instructions and standard formats contained in these specifications.
- 6.8 A bid that does not contain all the required information and documentation will be disqualified.
- 6.9 The Electoral Commission will issue an official purchase order to the successful bidder before any services can be delivered.
- 6.10 Although the Electoral Commission will only deal with the principal service provider, if a bidder plans to sub-contract any of the services in this bid, they are required to attach copies of sub-contracting agreements in their bid response documentation. The bidder must also familiarize themselves with Supply Chain Management (SCM) regulations with respect to subcontracting.
- 6.11 Notwithstanding any shortcomings in these specifications, service providers must ensure that the proposed solution will form a workable and complete solution.
- 6.12 The Electoral Commission reserves the right and discretion to amend the quantities or cancel or not award this bid based on any reason including operational or financial requirements.

7 Supplier Performance

- 7.1 Contracting of any service provider to render goods and/or services to the Electoral Commission are subject to the fulfilment of the Electoral Commission's due diligence audit requirements.
- 7.2 An essential component of the Electoral Commission's due diligence audit requirements may involve site visits to potential suppliers/contractors as well as inspection of various key documents underpinning the establishment of the companies involved in bids of the Electoral Commission. This also includes confirmation of capability and capacity requirements to execute the services specified in such bids.
- 7.3 Upon notification of the Electoral Commission's intention to award a contract, the successful bidder shall be required to enter into a service level agreement (SLA/contract) with the Electoral Commission.

- 7.4 The purpose of the SLA (if applicable other than what the Electoral Commission's standard purchase orders provide for) is to set performance criteria within the key requirements of this request for quotation, namely quantity, quality, and delivery.
- 7.5 The SLA may contain elements such as supplier progress milestones, delivery schedules, quality checkpoints and invoicing procedures.
- 7.6 The Electoral Commission reserves the right to reject any services delivered not conforming to the bid specification
- 7.7 Where previously agreed delivery schedules are not met by a supplier, the Electoral Commission shall have the right to appoint an alternative supplier to make good the shortfall in supply. Any additional costs incurred by the Electoral Commission in obtaining such corrective services or products from another source will be for the account of the defaulting supplier.

8 Pricing Requirements

Completion of the detailed pricing schedule by responding to each item is compulsory. Failure to complete and submit this detailed pricing schedule as part of the bid submission shall lead to disqualification.

- 8.1 The total bid price must be submitted online on the eProcurement (Votaquotes) portal. This price will be used for adjudication
- 8.2 The price breakdown [Appendix B: Pricing Schedule](#) must be submitted as part of the bid's supporting documentation and will be used for adjudication.
- 8.3 All costs associated with the supply and delivery to The Electoral Commission's National Office must be included in the total bid price. The total bid price must be inclusive of all factors which may contribute the cost of fulfilling the bid, factors such as:
 - 8.3.1 License costs
 - 8.3.2 Software support and maintenance costs for 36 months.
 - 8.3.3 Implementation costs (Installation/upgrade and customization costs)

8.3.4 Migration Costs if any

8.3.5 Training (Skills Transfer) costs to users and Administrators

8.3.6 Delivery costs to the Electoral Commission's national office in Centurion, Gauteng, South Africa.

8.4 Payment will be made in advance annually– not 3 years in advance.

8.5 The Electoral Commission reserves the right to adjust costs by excluding some cost factors.

8.6 All costs associated with the solution must be captured on the pricing schedule - no additional costs will be entertained.

8.7 Bid prices must be VAT inclusive and must be firm for a period of 180 days. The firm price shall apply for the duration of the contract, whereby the price for year 1 will be without fluctuations whilst the price payable in years 2 and 3 will be based on the firm price, subject to exchange rate fluctuation as set out in paragraph 8.8 below;

8.8 In the event that the price has FOREX dependencies, the bidder must state the portion of the price that has FOREX dependency and state the exchange rate that the price is based on at the time of bidding. Where applicable, FOREX based up or down adjustments will be allowed in Years 2 and 3 to account for exchange rate impact on the Rand. The original bid price will apply as stated in paragraph b) above, subject to the exchange rate which shall be based on the specified Bank Selling Rate at the time of making payment on the purchase orders issued for years 2 and 3.

9 Adjudication and Award of Contract

9.1 Bidders are advised to refer to the [Appendix E: Bid Evaluation Criteria](#) to ensure that they have addressed all critical bid requirements.

9.2 The bid will be awarded to a bidder whose solution successfully conforms to specifications and is able to deliver the services, and in terms of the provisions of the Preferential Procurement Policy Framework Act, 2000 and specifically the Preferential Procurement Regulations, 2022.

9.3 The Electoral Commission will issue a formal purchase order before any services can be

delivered.

10 Delivery and Implementation Timeframe

The successful bidder will be required to complete delivery and implementation of the solution within 6 months from receipt of an official purchase order

11 Enquiries

11.1 Supply chain related enquiries can be directed to Vincent Qwabe at 012 622 5700

11.2 Enquiries pertaining to the technical specifications can be directed to Libisi Maphanga at telephone number 012 622 5700 or email maphangal@elections.org.za or Chunku Mashiyane (mashiyane@elections.org.za) or Thato Moyaba (moyabat@elections.org.za)

12 Briefing Session

12.1 No briefing session will be held for this requirement.

13 Written Submissions

All submissions must be received on or before the closing date and time, as stipulated on the e-Procurement website <https://votaquotes.elections.org.za>. Submissions received after the final date and time will lead to bids being disqualified and not considered. Written submissions must be delivered to the Electoral Commission's Procurement & Asset Management Department. Delivery can be through any of the following means:

- Upload to the auction website.
- Place in the Electoral Commission tender box situated in the foyer of the Electoral Commission national office in Centurion at the following address before the closing date and time of this auction;

**Election House
Riverside Office Park,
1303 Heuwel Avenue,
Centurion,
0157**

Note: Clearly mark your submission: For the attention of Procurement and Asset Management – AUCTION #: 0010553644

Failure to submit all of the required documentation before the closing time shall invalidate the bid. It remains the responsibility of the bidder to confirm receipt of the required documentation with the Electoral Commission Procurement and Asset Management Department.

14 Summary of Submission Requirements

- 14.1 All bids must be placed online on eProcurement website
<https://votaquotes.elections.org.za>.
- 14.2 All written supporting documentation must be submitted as stipulated in the bid requirement.
- 14.3 Submissions received after the closing date and time will lead to bids being disqualified and not considered.
- 14.4 The following supporting documents must be submitted as part of the written submissions. Failure to submit these will lead to the bid being disqualified.
- 14.5 Completed technical specifications in accordance with the requirements in **Appendix A: Technical Bid Response Sheet** to demonstrate compliance with the bid specification as per 5.2.
- 14.6 Three (3) relevant contactable References, as per 5.7 - **Appendix C: Guideline Reference Table**
- 14.7 Completed pricing schedule as per 8.2 - **Appendix B: Pricing Schedule**
- 14.8 A letter of proof of the reseller agreement either from the OEM or an authorized distributor; (i.e., if the reseller is authorized by a distributor) as per 5.3, 5.4 and 5.5. If the reseller agreement is from a distributor, then proof from the OEM authorizing the distributor needs to be included.

- 14.9 A statement of service, describing the service and support that is covered under the warranty including the roles of the bidder and the Original Equipment Manufacturer (OEM) must be included as per 5.9
- 14.10 Submit a profile or letter showing at least 3 years' experience as per 5.6.
- 14.11 A minimum of one (1) CV of a senior resource, detailing product and consulting experience, ITSM expertise in general and qualifications as per 5.10 Appendix D: CV Guideline

15 Closing Date

The closing date and time of this auction is specified on the eProcurement (Votaquotes) website in accordance the bidding requirements. The closing date and time is determined by the clock on the Electoral Commission's servers and is not negotiable. Bidders must also take note supporting documentation must be delivered before closing date and time.

16 APPENDIX A: Technical Bid Response Sheet

Technical Bid Response Sheet Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to each and every item in the response sheet. Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.						
Specification				Bidder must indicate whichever is applicable		Bidder to substantiate / support compliance choice or provide reference to their supporting documentation
				YES	NO	
Category	Item #	Description	Reference			
General	1.	The ITSM solution proposed is an on-premises solution	3.2			
	2.	The ITSM solution is to be supplied with implementation services	3.3			
	3.	The support and maintenance contract allows the Electoral Commission to access patches, upgrades and product technical support.	3.5			
	4.	The ITSM solution must be supplied with skills transfer (training) - administrators and users	3.6			
	5.	The ITSM can be deployed on a VMWare environment	3.25			
	6.	The ITSM solution runs on Microsoft Windows Server 2022 or later	3.25			
	7.	The ITSM solution can use Microsoft SQL Server 2022 or later as a database	3.25			
ITIL Compliant Service Desk	8.	The service desk is a primary/single interface between users and the IT department, handling all communication related to IT services including incidents, service requests, and information access	3.8			

Technical Bid Response Sheet

Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

Specification				Bidder must indicate whichever is applicable		Bidder to substantiate / support compliance choice or provide reference to their supporting documentation
				YES	NO	
	9.	The service desk provides for Logging, categorizing, and prioritizing all calls	3.8			
	10.	The service desk provides for first-line investigation and problem diagnosis	3.8			
	11.	The ITSM solution provides for resolving incidents or service requests when first contacted or whenever possible	3.8			
	12.	The ITSM solution provides for escalating incidents and service requests that cannot be resolved within agreed-on time limits	3.8			
	13.	The ITSM solution provides for closing resolved incidents, requests, and other calls				
	14.	The ITSM solution provides for communicating with users to keep them informed of progress, impending changes, agreed-on outages, and other such notifications	3.8			
Incident Management	15.	An incident can be logged through any of the following:	3.9			

Technical Bid Response Sheet

Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

Specification				Bidder must indicate whichever is applicable		Bidder to substantiate / support compliance choice or provide reference to their supporting documentation
				YES	NO	
	16.	phone calls,	3.9			
	17.	emails,	3.9			
	18.	SMS,	3.9			
	19.	self-service portal	3.9			
	20.	The solution is able to route and assign incidents	3.9			
Problem Management	21.	The ITSM solution has functionality to identify, analyse, and resolve the root causes of incidents to prevent their recurrence and minimize their impact on business operations	3.10			
Change and Release Management	22.	The ITSM solution has functionality that manages the Change and Release processes.	3.11			
	23.	The Change and process functionality includes workflow that ensures that changes are planned, approved, implemented, and reviewed in a structured and controlled manner, minimizing disruptions and risks while	3.11			

Technical Bid Response Sheet

Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

Specification				Bidder must indicate whichever is applicable		Bidder to substantiate / support compliance choice or provide reference to their supporting documentation
				YES	NO	
		maximizing benefits.				
Asset and Inventory Management	24.	The ITSM solution includes a comprehensive solution for tracking, managing, and optimizing both physical and digital assets throughout their lifecycle to drive the process of developing, operating, maintaining, upgrading, and disposing of assets in the most cost-effective manner (including all costs, risks, and performance attributes).	3.12			
Software / License Management	25.	The ITSM solution must be able to capture a list of licenses allowing for quick access to key information such as the expiration date, license type, number of purchases.	3.13			
	26.	The solution enables the Electoral Commission to keep tabs on all purchased licenses and contracts with alerts and get reminders about contract renewals	3.13			
Service	27.	The ITSM solution provides features to define, create, and manage SLAs.	3.14			

Technical Bid Response Sheet

Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

Specification				Bidder must indicate whichever is applicable		Bidder to substantiate / support compliance choice or provide reference to their supporting documentation
				YES	NO	
Level Management						
	28.	This includes capturing SLA details such as service scope, service level targets, performance metrics, escalation procedures, and any associated penalties or incentives.	3.14			
	29.	The ITSM solution allows for SLA monitoring, tracking, and reporting, providing real-time visibility into the performance against agreed-upon targets	3.14			
	30.	The ITSM solution is able to measure multiple service targets across SLA, Operational Level Agreements (OLA) and Underlying Contracts (UC), at the same time on a single incident	3.14			
	31.	The ITSM solution incorporates the functionality to handle Underpinning Contracts with the Electoral Commission's external suppliers or OEM appointed vendors including the capturing of contract details, terms, and conditions. vendors involved in delivering IT services	3.14			
	32.	The ITSM solution provides mechanisms to monitor and track the	3.14			

Technical Bid Response Sheet

Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

Specification				Bidder must indicate whichever is applicable		Bidder to substantiate / support compliance choice or provide reference to their supporting documentation
				YES	NO	
		performance of the external parties against their contractual obligations.				
	33.	The ITSM solution also facilitates communication and collaboration with the suppliers or OEM appointed vendors	3.14			
	34.	The ITSM solution includes monitoring capabilities to track and measure service performance against defined Service Targets.	3.14			
	35.	The ITSM solution collects and analyses relevant data, such as response times, resolution times, availability statistics, and other performance metrics.	3.14			
	36.	The ITSM solution is able to generate reports and dashboards to provide visibility into service performance trends and helps identify areas where targets are not being met	3.14			
	37.	The ITSM solution supports alerting and escalation mechanisms tied to SLAs and Service Targets on three levels:	3.14			
	38.	Operational alerts: It must automatically trigger notifications or alerts when service performance's predefined thresholds are breached	3.14			

Technical Bid Response Sheet

Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

Specification				Bidder must indicate whichever is applicable		Bidder to substantiate / support compliance choice or provide reference to their supporting documentation
				YES	NO	
	39.	Operational escalations: The system must facilitate the escalation of issues to higher levels of support or management when necessary to ensure timely resolution and adherence to SLAs.	3.14			
	40.	Customer alerts: The system must be able to trigger notifications or alerts at specific point within the service delivery life-cycle to customers where required. These customers may or may not have an active ITSM profile	3.14			
	41.	The solution has Configuration Management functionality. to track all of the individual Configuration Items (CI) in an IT system which may be as simple as a single server, or as complex as the entire IT department.	3.15			
Requests Management / Fulfilment	42.	The ITSM solution has Request fulfilment functionality which is the process responsible for managing the life cycle of all user service requests. These requests can include software installations, access rights, password resets, hardware replacements, or new user setups	3.16			
Service and Product Catalogue	43.	The ITSM solution has a Service Catalogue. The Service Catalogue includes information about deliverables, contact points, ordering, and	3.17			

Technical Bid Response Sheet

Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

Specification				Bidder must indicate whichever is applicable		Bidder to substantiate / support compliance choice or provide reference to their supporting documentation
				YES	NO	
		request processes				
Knowledge Management	44.	The ITSM solution has a Knowledge management component that consists of the initiatives, processes, strategies, and systems that sustain and enhance the storage, assessment, sharing, refinement, and creation of Knowledge articles	3.17			
Self-service portal	45.	The solution has a user interface that is accessible on various browser-enabled devices based on Windows, Mac, Android, and iOS.	3.18			
	46.	The ITSM solution has a mobile app for mobile app	3.18			
	47.	The ITSM mobile app allows users of ITSM to stay connect and to manage IT services on the go; providing access to key functionalities such as incident management, task assignments and approvals.	3.18			
	48.	The ITSM solution differentiates and segregates configuration items (CI's), foundation data (people, sites, categorizations etc.), incidents, changes, problem investigations between customers using the ITSM.	3.18			

Technical Bid Response Sheet

Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

Specification				Bidder must indicate whichever is applicable		Bidder to substantiate / support compliance choice or provide reference to their supporting documentation
				YES	NO	
Role Level Access	49.	The system supports the following Role Access Mechanisms at a minimum:	3.19			
	50.	Administrator	3.19			
	51.	Service Desk Agent	3.19			
	52.	Technician, Manager	3.19			
	53.	User	3.19			
Archiving	54.	The ITSM solution supports archiving - the process of preserving the storing historical data, records, and information related to the ITS service operations	3.20			
	55.	The ITSM archiving functionality provides for Archiving Frequency; such as monthly or based on specific triggers like a predefined data size threshold	3.20			
Automation	56.	The ITSM solution is able to automate processes and workflows related to SLAs, OLAs, Underpinning Contracts, and Service Targets, reducing manual effort and ensuring consistency and accuracy in managing	3.21			

Technical Bid Response Sheet

Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

Specification				Bidder must indicate whichever is applicable		Bidder to substantiate / support compliance choice or provide reference to their supporting documentation
				YES	NO	
		service agreements.				
	57.	The ITSM solution supports the automation of the Change Management Process that includes the drafting of the change request including the capture of impact analysis, approval of the change request by business or management, the uploading of evidence of testing performed, capture of people that worked on the change				
	58.	The system should be able to allow the printing out the completed and signed Change Request forms from the system	3.21			
Integration	59.	The ITSM solution integrates with Microsoft Exchange	3.22			
	60.	The ITSM solution integrates with Microsoft PowerBI for reporting	3.22			
	61.	The ITSM solution integrates with PowerApps to extend functionality and automate workflows. This integration should allow users to create tickets in ITSM from PowerApps and trigger actions in the ITSM solution based on PowerApps events.	3.22			
Reports	62.	The ITSM solution offers reporting and analytics capabilities to generate	3.23			

Technical Bid Response Sheet

Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

Specification				Bidder must indicate whichever is applicable		Bidder to substantiate / support compliance choice or provide reference to their supporting documentation
				YES	NO	
		SLA compliance reports, performance trend analysis, and other relevant insights				
	63.	At a minimum, the following periodic reports can be generated from the system:				
	64.	Age Analysis	3.23			
	65.	Carried forward	3.23			
	66.	Service Desk	3.23			
	67.	Incident Report	3.23			
	68.	Change Request Report	3.23			
	69.	Staff Performance Report	3.23			

17 APPENDIX B: PRICING SCHEDULE

PRICING SCHEDULE – DETAILED BREAKDOWN Completion of this Price Schedule by the bidder is compulsory Failure to complete and submit this pricing schedule as part of the bid submission shall lead to disqualification.					
	Description	Quantity	Term	Unit / Annual Cost including VAT	Total Cost including VAT
1.	On-Premises ITSM Solution	1	Once Off	R.....	R.....
2.	Implementation Services	1	Once Off	R.....	R.....
3.	Data Migration Services (Incidents, Problems and Change Requests - if provided)	1	Once Off	R.....	R.....
4.	User and Administrator Skills Transfer / Training (about 50 users and Administrators)	50	Once Off	R.....	R.....
5.	Support and Maintenance Year 1	1	Year 1	R.....	R.....
6.	Support and Maintenance Year 2	1	Year 2	R.....	R.....
7.	Support and Maintenance Year 3	1	Year 3	R.....	R.....
*TOTAL BID PRICE					R.....

****The total bid price is the bid price that must be placed on eProcurement (auction). No other additional costs will be accepted for bid evaluation and adjudication purposes.**

18 APPENDIX C: Guideline Reference Table

Reference #1

EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Product	
	Services Provided	
Service Value	Contract Value (estimate)	
Timeframe	When was this done?	

Reference #2

EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Product	
	Services Provided	
Service Value	Contract Value (estimate)	
Timeframe	When was this done?	

Reference #3

EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Product	
	Services Provided	
Service Value	Contract Value (estimate)	
Timeframe	When was this done?	

19 Appendix D: CV Guideline

CV Guideline

Please use the guideline below to provide the details of the resource(s) to be utilized to do the installation and configuration:

Provision of the resource(s) details is compulsory. Failure to complete and submit shall lead to disqualification

More than one resource can be provided to cater for the experience required below

Resource Name		
Number of Years' Experience on the products	Product Specific:	
	Any other ITSM: Name:	
Qualifications	Post Matric:	
	Product Specific Qualifications:	
Number of Installations Configurations, Customizations done	Product Specific:	
Number of years of Experience	ITSM implementation	
	Data Migration	
	User and Administrator Training	

20 APPENDIX E: Evaluation Criteria

Bidders are advised to refer to Appendix E to ensure that they have addressed all critical bid requirements which will be used for assessing the bids. Bidders are “NOT” expected to complete and submit this section.

20.1 Stage 1: Assessment of Bidder’s Disclosure

All bids received will be evaluated and assessed in respect of the mandatory information provided in the Bidder’s Disclosure (SBD4) as well as the register for restricted suppliers and tender defaulters.

Any potential issues that may arise or transgressions that may identified will be pursued in accordance with statutory obligations and requirements.

In this regard, the following must be noted:

The Electoral Commission must, as part of its supply chain management (SCM) processes, identify and manage all potential conflicts of interest and other disclosures made by a person participating in procurement process to enable the accounting officer or delegated authority to make informed decisions about the person participating in the SCM process.

As such, the Bidders Disclosure form, issued as Standard Bidding Document (SBD) 4, is attached herewith for all entities who participate in the bid process.

As part of the evaluation of the procurement process, the information provided by a person on the SBD4 form must be evaluated.

In so doing, it must be noted that if the bid evaluation establishes that:

- (a) a person within the bidding entity is an employee of the State, the Electoral Commission’s CEO must request the relevant accounting officer/accounting authority whether the person-
 - (i) Is prohibited from conducting business with the State in terms of Section 8 of the Public Administration Management Act, 2014; or
 - (ii) has permission to perform other remunerative work outside of their employment, where the PAMA does not apply to such employee.
- (b) the conduct of a person constitutes a transgression of the Prevention and Combating of Corrupt Activities Act, 2004.
- (c) the conduct of a person constitutes a transgression of the Competition Act, 1998, the conduct must be reported to the Competition Commission; and
- (d) the conduct of a person must be dealt with in terms of the prescripts applicable to the Electoral Commission.

20.1.1 If it is established that a person has committed a transgression in terms of the above, or any other transgression of SCM prescripts, the bid may be rejected, and the person may be restricted.

20.1.2 The Electoral Commission's CEO must inform National Treasury of any action taken against a person within 30 days of implementing the action.

20.1.3 During the bid evaluation process, the Electoral Commission must in addition to other due diligence measures, establish if a person is not listed in-

- (a) the Register of Tender Defaulters; and
- (b) the list of restricted suppliers.

20.1.4 A bid related to a restricted bidder or tender defaulter shall be rejected.

20.1.5 The under-mentioned assessment criteria will be used to evaluate the elements relating to SBD4, CSD registration, tax compliance, restricted suppliers and tender defaulters:

	Assessment Criteria	Bidder Requirement (YES/NO)	Comments
1.	Bidder is registered on the National Treasury Central Supplier Database (CSD). *		
2.	Bidder is tax compliant. **		
3.	The bidder is not an employee of the state.		
4.	Having certified the SBD4, it is accepted that the bidder's conduct does not constitute a transgression of the Prevention and Combating of Corrupt Activities Act.		
5.	Having certified to the SBD4, it is accepted that the bidder's conduct does not constitute a transgression of the Competition Act.		
6.	The bidder is not a tender defaulter as per the register published on the National Treasury website.		
7.	The bidder is not a restricted supplier as per the register published on the National Treasury website.		

* No bid shall be accepted if a supplier is not registered on the National Treasury Central Supplier Database (CSD).

** A bidder must be tax compliant before a contract is awarded. A bid will be disqualified if the bidder's tax affairs remain non-compliant as per the provisions of National Treasury Instruction No 09 of 2017/2018 Tax Compliance Status Verification.

20.2 Stage 2: Key Qualifying Criteria

Stage 2 – Key Qualifying Criteria				
Failure to comply with any of the requirements below will result in the bid being disqualified				
No.	Description	Yes	No	Comments
1.	Did the bidder place their bid online as per 5.1			
2.	Did the bidder complete and submit technical specification as per 5.2? (Appendix A: Technical Bid Response Sheet)			
3.	Did the bidder complete and submit pricing schedule as per 8.2? (Appendix B: Pricing Schedule)			
4.	Did the bidder submit at least 3 contactable references as per 5.7?			
5.	Did the bidder submit a letter of proof of the reseller agreement either from the OEM or an authorized distributor (i.e. if the reseller is authorised by a distributor) as per 5.3, 5.4 and 5.5? If the reseller agreement is from a distributor, did the bidder provide proof from the OEM authorizing the distributor?			
6.	Did the bidder submit a statement of service as per 5.9?			
7.	Did the bidder submit a CV of a senior resource to be deployed on the project to do the installation as per 5.10?			
Overall Stage 2 Outcomes:		<u>Assessment Comments:</u>		
		Bid qualifies for further consideration: (YES/NO):		

20.3 Stage 3: Technical Evaluation

Technical Evaluation Bidders must comply with the requirements. Failure to comply shall lead to disqualification						
Specification				Bidder must indicate whichever is applicable		Comments
				YES	NO	
Category	Item #	Description	Reference			
General	1.	The ITSM solution proposed is an on-premises solution	3.2			
	2.	The ITSM solution is to be supplied with implementation services	3.3			
	3.	The support and maintenance contract allows the Electoral Commission to access patches, upgrades and product technical support.	3.5			
	4.	The ITSM solution must be supplied with administrator and user skills transfer / training	3.6			
	5.	The ITSM can be deployed on a VMWare environment	3.25			
	6.	The ITSM solution runs on Microsoft Windows Server 2022 or later	3.25			
	7.	The ITSM solution can use Microsoft SQL Server 2022 or later as a database	3.25			
ITIL Compliant Service Desk	8.	The service desk is a primary/single interface between users and the IT department, handling all communication related to IT services including incidents, service requests, and information access	3.8			

<u>Technical Evaluation</u> Bidders must comply with the requirements. Failure to comply shall lead to disqualification						
Specification				Bidder must indicate whichever is applicable		Comments
				YES	NO	
	9.	The service desk provides for Logging, categorizing, and prioritizing all calls	3.8			
	10.	The service desk provides for first-line investigation and problem diagnosis	3.8			
	11.	The ITSM solution provides for resolving incidents or service requests when first contacted or whenever possible	3.8			
	12.	The ITSM solution provides for escalating incidents and service requests that cannot be resolved within agreed-on time limits	3.8			
	13.	The ITSM solution provides for closing resolved incidents, requests, and other calls				
	14.	The ITSM solution provides for communicating with users to keep them informed of progress, impending changes, agreed-on outages, and other such notifications	3.8			
Incident Management	15.	An incident can be logged through any of the following:	3.9			
	16.	phone calls,	3.9			
	17.	emails,	3.9			

<u>Technical Evaluation</u> Bidders must comply with the requirements. Failure to comply shall lead to disqualification						
Specification				Bidder must indicate whichever is applicable		Comments
				YES	NO	
	18.	SMS,	3.9			
	19.	self-service portal	3.9			
	20.	The solution is able to route and assign incidents	3.9			
Problem Management	21.	The ITSM solution has functionality to identify, analyse, and resolve the root causes of incidents to prevent their recurrence and minimize their impact on business operations	3.10			
Change and Release Management	22.	The ITSM solution has functionality that manages the Change and Release processes.	3.11			
	23.	The Change and process functionality includes workflow that ensures that changes are planned, approved, implemented, and reviewed in a structured and controlled manner, minimizing disruptions and risks while maximizing benefits.	3.11			
Asset and Inventory Management	24.	The ITSM solution includes a comprehensive solution for tracking, managing, and optimizing both physical and digital assets throughout their lifecycle to drive the process of developing, operating, maintaining,	3.12			

<u>Technical Evaluation</u> Bidders must comply with the requirements. Failure to comply shall lead to disqualification						
Specification				Bidder must indicate whichever is applicable		Comments
				YES	NO	
		upgrading, and disposing of assets in the most cost-effective manner (including all costs, risks, and performance attributes).				
Software / License Management	25.	The ITSM solution must be able to capture a list of licenses allowing for quick access to key information such as the expiration date, license type, number of purchases.	3.13			
	26.	The solution enables the Electoral Commission to keep tabs on all purchased licenses and contracts with alerts and get reminders about contract renewals	3.13			
Service Level Management	27.	The ITSM solution provides features to define, create, and manage SLAs.	3.14			
	28.	This includes capturing SLA details such as service scope, service level targets, performance metrics, escalation procedures, and any associated penalties or incentives.	3.14			
	29.	The ITSM solution allows for SLA monitoring, tracking, and reporting, providing real-time visibility into the performance against agreed-upon	3.14			

<u>Technical Evaluation</u> Bidders must comply with the requirements. Failure to comply shall lead to disqualification						
Specification				Bidder must indicate whichever is applicable		Comments
				YES	NO	
		targets				
	30.	The ITSM solution is able to measure multiple service targets across SLA, Operational Level Agreements (OLA) and Underlying Contracts (UC), at the same time on a single incident	3.14			
	31.	The ITSM solution incorporates the functionality to handle Underpinning Contracts with the Electoral Commission's external suppliers or OEM appointed vendors including the capturing of contract details, terms, and conditions. vendors involved in delivering IT services	3.14			
	32.	The ITSM solution provides mechanisms to monitor and track the performance of the external parties against their contractual obligations.	3.14			
	33.	The ITSM solution also facilitates communication and collaboration with the suppliers or OEM appointed vendors	3.14			
	34.	The ITSM solution includes monitoring capabilities to track and measure service performance against defined Service Targets.	3.14			
	35.	The ITSM solution collects and analyses relevant data, such as response times, resolution times, availability statistics, and other performance metrics.	3.14			

<u>Technical Evaluation</u> Bidders must comply with the requirements. Failure to comply shall lead to disqualification						
Specification				Bidder must indicate whichever is applicable		Comments
				YES	NO	
	36.	The ITSM solution is able to generate reports and dashboards to provide visibility into service performance trends and helps identify areas where targets are not being met	3.14			
	37.	The ITSM solution supports alerting and escalation mechanisms tied to SLAs and Service Targets on three levels:	3.14			
	38.	Operational alerts: It must automatically trigger notifications or alerts when service performance's predefined thresholds are breached	3.14			
	39.	Operational escalations: The system must facilitate the escalation of issues to higher levels of support or management when necessary to ensure timely resolution and adherence to SLAs.	3.14			
	40.	Customer alerts: The system must be able to trigger notifications or alerts at specific point within the service delivery life-cycle to customers where required. These customers may or may not have an active ITSM profile	3.14			
	41.	The solution has Configuration Management functionality. to track all of the individual Configuration Items (CI) in an IT system which may be as simple as a single server, or as complex as the entire IT department.	3.15			

<u>Technical Evaluation</u> Bidders must comply with the requirements. Failure to comply shall lead to disqualification						
Specification				Bidder must indicate whichever is applicable		Comments
				YES	NO	
Requests Management / Fulfilment	42.	The ITSM solution has Request fulfilment functionality which is the process responsible for managing the life cycle of all user service requests. These requests can include software installations, access rights, password resets, hardware replacements, or new user setups	3.16			
Service and Product Catalogue	43.	The ITSM solution has a Service Catalogue. The Service Catalogue includes information about deliverables, contact points, ordering, and request processes	3.17			
Knowledge Management	44.	The ITSM solution has a Knowledge management component that consists of the initiatives, processes, strategies, and systems that sustain and enhance the storage, assessment, sharing, refinement, and creation of Knowledge articles	3.17			
Self-service portal	45.	The solution has a user interface that is accessible on various browser-enabled devices based on Windows, Mac, Android, and iOS.	3.18			
	46.	The ITSM solution has a mobile app for mobile app	3.18			
	47.	The ITSM mobile app allows users of ITSM to stay connect and to manage IT services on the go; providing access to key functionalities such as incident management, task assignments and approvals.	3.18			

<u>Technical Evaluation</u> Bidders must comply with the requirements. Failure to comply shall lead to disqualification						
Specification				Bidder must indicate whichever is applicable		Comments
				YES	NO	
	48.	The ITSM solution differentiates and segregates configuration items (CI's), foundation data (people, sites, categorizations etc.), incidents, changes, problem investigations between customers using the ITSM.	3.18			
Role Level Access	49.	The system supports the following Role Access Mechanisms at a minimum:	3.19			
	50.	Administrator	3.19			
	51.	Service Desk Agent	3.19			
	52.	Technician, Manager	3.19			
	53.	User	3.19			
Archiving	54.	The ITSM solution supports archiving - the process of preserving the storing historical data, records, and information related to the ITS service operations	3.20			
	55.	The ITSM archiving functionality provides for Archiving Frequency; such as monthly or based on specific triggers like a predefined data size threshold	3.20			
Automation	56.	The ITSM solution is able to automate processes and workflows related to SLAs, OLAs, Underpinning Contracts, and Service Targets, reducing	3.21			

<u>Technical Evaluation</u> Bidders must comply with the requirements. Failure to comply shall lead to disqualification						
Specification				Bidder must indicate whichever is applicable		Comments
				YES	NO	
		manual effort and ensuring consistency and accuracy in managing service agreements.				
	57.	The ITSM solution supports the automation of the Change Management Process that includes the drafting of the change request including the capture of impact analysis, approval of the change request by business or management, the uploading of evidence of testing performed, capture of people that worked on the change	3.21			
	58.	The system should be able to allow the printing out the completed and signed Change Request forms from the system	3.21			
Integration	59.	The ITSM solution integrates with Microsoft Exchange	3.22			
	60.	The ITSM solution integrates with Microsoft PowerBI for reporting	3.22			
	61.	The ITSM solution integrates with PowerApps to extend functionality and automate workflows. This integration should allow users to create tickets in ITSM from PowerApps and trigger actions in the ITSM solution based on PowerApps events.	3.22			
Reports	62.	The ITSM solution offers reporting and analytics capabilities to generate SLA compliance reports, performance trend analysis, and other relevant	3.23			

Technical Evaluation Bidders must comply with the requirements. Failure to comply shall lead to disqualification						
Specification				Bidder must indicate whichever is applicable		Comments
				YES	NO	
		insights				
	63.	At a minimum, the following periodic reports can be generated from the system:				
	64.	Age Analysis	3.23			
	65.	Carried forward	3.23			
	66.	Service Desk	3.23			
	67.	Incident Report	3.23			
	68.	Change Request Report	3.23			
	69.	Staff Performance Report	3.23			
Overall Stage 3 Outcomes:		<u>Assessment Comments:</u>				
		Bid qualifies for further consideration: (YES/NO):				

20.4 Stage 4: Technical Scoring

Stage 4 – Technical Scoring					
To qualify to the next phase of adjudication a bidder must score a minimum of 75% (48/64)					
	Criteria	Available Score	Points Allocation	Actual Score	Comments
1.	Relevant Reference	27	References: (9 points per reference) a) Customer name = 1 point b) Contact Person = 1 point c) Email = 0.5 point d) Telephone = 0.5 point e) Physical address = 0.5 point f) Product/Solution = 2 points g) Description of Services provided = 2 points. h) Value (Budget Estimate) = 1 point i) Service provided within the last 5 years = 0.5 point Total for references = maximum 27 points per reference (3 references)		
2.	Experience	4	Bidder has experience that is: (3 points) a) 3 – 5 years = 3 points b) More than 5 years = 4 points		
3.	Cloud	3	Even through the Electoral Commission is looking for an on-premises solution, the bidder also provides the solution in the Cloud as per 3.2		

Stage 4 – Technical Scoring

To qualify to the next phase of adjudication a bidder must score a minimum of 75% (48/64)

	Criteria	Available Score	Points Allocation	Actual Score	Comments
4.	Migration Services	6	The bidder can migrate the following from the current solution - BMC Remedy a) Problems (2 points) b) Incidents (2 points) c) Change Requests (2 points)		
5.	SLA	2	The bidder has included an example SLA with the bid as per 5.12		
6.	e-Signatures	2	The ITSM solution has the ability to sign the documents online using electronic signature will be an added advantage as per 3.22		
7.	Integration	3	The ITSM solution integrates with the following as per 3.23 a) SIEM Solution (2 points) b) ManageEngine Op Manager (1 point)		
8.	High Availability	3	The solution is configurable in a highly available manner with one instance at Production and the other at DR		
9.	Alerts	3	The solution supports alerts using the following mechanisms a) Email (1 point) b) SMS (1 point) c) Mobile App (1 point)		

Stage 4 – Technical Scoring					
To qualify to the next phase of adjudication a bidder must score a minimum of 75% (48/64)					
	Criteria	Available Score	Points Allocation	Actual Score	Comments
10.	Local Customer Support	5	Bidder has included a list of at least 5 customers utilizing the ITSM Solution / product in South Africa as per 5.11		
11.	Staffing Plan	3	Bidder has submitted a staffing plan /project team indication to deliver on this project as per 5.10		
12.	Data Sheet	2	Bidder has included a datasheet of the proposed ITSM Solution / product as per 5.11		
Overall Stage 4 Outcomes:		<u>Assessment Comments:</u>			
		Bid qualifies for further consideration: (YES/NO):			

20.5 Stage 5: Adjudication of Bids

Only bids that comply with the requirements and conditions of the bid and that meet the minimum criteria in the bid evaluation process as stipulated above will be considered for bid adjudication purposes.

Acceptable bids must be market related.

This bid is deemed not to exceed R50 million including VAT.

Therefore, the 80/20 preference point system (PPPFA scoring) in terms of the Preferential Procurement Policy Framework Act, 2005 (PPPFA) and the Preferential Procurement Regulations, 2022 shall apply in the adjudication process of this auction where all acceptable bids received are equal to or below R50 million including VAT. Preference points will be allocated as follows:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Bid Evaluation Committee

	Evaluation Committee Member's Name	Signature
1		
2		
3		
4		
5		

Overall Adjudication Outcomes:
