



**SOUTH AFRICA**

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**Electoral Commission**

**Auction #:0010510890**

# **BMC Remedy License Renewal**

## **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 renew support and maintenance on its on-premises BMC Remedy software licenses for a period of 12 months. The support and maintenance renewal must be accompanied by installation/upgrade, migration and customization services.

## 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 standardised on BMC Remedy software as a tool to manage the Service Desk Service. Substantial capital investments in implementing BMC Remedy have been made and to build the in-house skills for daily operations. The current licensing details are shown below:

Description	Count	Currently Defined Limit
AR Server	1	1
BMC:Atrium CMDB Application	1	1
BMC:Asset Mgmt Application	1	1
BMC:Change Mgmt Application	1	1
BMC:Change Mgmt User Fixed	4	5
BMC:Service Level Mgmt Application	1	1
BMC:Service Level Mgmt User Fixed	0	5
BMC:Change Mgmt Dashboard Application	1	1
BMC:Financial Mgmt Application	1	1
BMC:Financial Mgmt User Fixed	0	5
BMC:Incident Mgmt Application	1	1
BMC:Incident Mgmt User Fixed	4	5
BMC:Problem Mgmt Application	1	1
BMC:Problem Mgmt User Fixed	3	5
BMC Atrium Integration Engine	1	1
AR User Fixed	6	5
AR User Floating	4	20
BMC:Asset Mgmt User Floating	0	3
BMC:Change Mgmt User Floating	0	10
BMC:Financial Mgmt User Floating	0	10
BMC:Incident Mgmt User Floating	4	10
BMC:Problem Mgmt User Floating	0	10
BMC:Asset Mgmt User Fixed	0	0

Description	Count	Currently Defined Limit
BMC:Atrium CMDB User Floating	0	0
BMC:Atrium CMDB User Fixed	0	0
BMC:SR Mgmt User Floating	0	0
BMC:SR Mgmt User Fixed	0	0
BMC:Service Level Mgmt User Floating	0	0
BMC:Change Mgmt Dashboard User Floating	0	0
BMC:Change Mgmt Dashboard User Fixed	0	0

The Electoral Commission is looking to renew support and maintenance on these on-premises BMC Remedy Software Licenses for Incident, Helpdesk, Change Control, Asset and Service Level management

**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.**

### 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 This support and maintenance renewal will be for a period of one year1. For bidding purposes, bidders can use the contract dates of 01 March 2024 – 28 February 2025.
- 3.2 Bidders need to include costing for the support and maintenance renewal, subscription and support of the specific license numbers / codes and quantities as outlined in the table below:

Product Name	Qty	Start Date	End Date
1 BMC Helix ITSM OnPrem - Service Desk Concurrent User License	20	01 March 2024	28 February 2025
2 BMC Helix ITSM OnPrem - Service Optimization Concurrent User License	13	01 March 2024	28 February 2025
3 BMC Helix ITSM OnPrem – ITSM Suite User	15	01 March 2024	28 February 2025

- 3.3 The Electoral Commission has not yet implemented Kubernetes or containerization infrastructure so the version to be proposed must take this into consideration. Bidder to supply information including the SKU of the product being proposed.
- 3.4 The support and maintenance renewal must be accompanied by installation/upgrade of the new version, migration and customization services including preparation of reports
- 3.5 The support and maintenance renewal must allow the Electoral Commission to access patches, upgrades

and product technical support.

3.6 The support and maintenance renewal must be accompanied by reports configuration. At a minimum, the following reports on logged incidents and change requests for user defined periods must be covered:

- a) Age Analysis
- b) Weekly Carried forward
- c) Monthly Carried forward
- d) Weekly Service Desk
- e) Incident Report.
- f) Change Request Report.

## 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 the services required. 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 BMC Remedy software support and maintenance or licenses) 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.

## 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 warranty period. 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 may 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.
- 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:
  - a) Software support and maintenance costs for 12 months.
  - b) Delivery costs to the Electoral Commission's national office in Centurion, Gauteng, South Africa.
  - c) Installation/upgrade, migration and customization costs.
  - d) All quoted prices must be inclusive of VAT
  - e) Payment will be made in advance for the 12 months' period.
- 8.4 Quoted prices must be firm for a period of one hundred and eighty (180) days. The firm price shall apply for the duration of the contract,
- 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.

## 9 Adjudication and Award of Contract

- 9.1 Bidders are advised to refer to the [Appendix D: 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**

- 10.1 The successful bidder will be required to complete delivery within 2 months from receipt of an official purchase order

## **11 Enquiries**

11.1 Supply chain related enquiries can be directed to Vincent Qwabe at [qwabev@elections.org.za](mailto:qwabev@elections.org.za)

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](mailto:maphangal@elections.org.za) or Chunku Mashiyane ([mashiyanec@elections.org.za](mailto:mashiyanec@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 for submissions, 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 0010510890**

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 5.7.

## **15 Closing Date**

The closing date and time of this auction is specified on the eProcurement (Votaquotes) website in accordance with 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

<b>Technical Bid Response Sheet</b> <b>Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to each and every item in the response sheet.</b> <b>Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.</b>						
	<b>Specification</b>			Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				<b>YES</b>	<b>NO</b>	
SKU (Product Code)	Description	Quantity	Term			
1.	BMC Helix ITSM OnPrem - Service Desk Concurrent User License	20	12 months			
2.	BMC Helix ITSM OnPrem - Service Optimization Concurrent User License	13	12 months			
3.	BMC Helix ITSM OnPrem – ITSM Suite User	15	12 months			
4.	The Electoral Commission has not yet implemented Kubernetes or containerization infrastructure so the version to be proposed must take this into consideration. Bidder to supply information including the SKU of the product being proposed.	1				
5.	The support and maintenance renewal must be accompanied by installation/upgrade, migration and customization services including preparation of reports	1				
6.	The support and maintenance renewal must allow the Electoral Commission to access patches, upgrades and product technical support.	1				
7.	The license renewal must be accompanied by reports configuration. At a minimum, the following reports on logged incidents and change requests over a user defined period must be covered:					
	a) Age Analysis	1				
	b) Weekly Carried forward	1				

**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.**

	<b>Specification</b>	Bidder must indicate whichever is applicable		<b>Bidder's response/technical specification for proposed solution – if providing more than minimum requirement</b>
		<b>YES</b>	<b>NO</b>	
	c) Monthly Carried forward	1		
	d) Weekly Service Desk	1		
	e) Incident Report			
	f) Change Request Report			

## 17 APPENDIX B: PRICING SCHEDULE

<b><u>PRICING SCHEDULE – DETAILED BREAKDOWN</u></b>					
<b>Completion of this Price Schedule by the bidder is compulsory</b>					
<b>Failure to complete and submit this pricing schedule as part of the bid submission shall lead to disqualification.</b>					
	<b>Description</b>	<b>Quantity</b>	<b>Term</b>	<b>Unit Cost including VAT</b>	<b>Total Cost including VAT</b>
1.	BMC Helix ITSM OnPrem - Service Desk Concurrent User Support and Maintenance	20	12 months	R.....	R.....
2.	BMC Helix ITSM OnPrem - Service Optimization Concurrent User Support and Maintenance	13	12 months	R.....	R.....
3.	BMC Helix ITSM OnPrem – ITSM Suite User Support and Maintenance	15	12 months	R.....	R.....
4.	Implementation and Migration Services including reports	1	Once Off		R.....
<b>*TOTAL BID PRICE</b>					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**

<b>EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:</b>		
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

<b>EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:</b>		
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

<b>EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:</b>		
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: Evaluation Criteria**

Bidders are advised to refer to Appendix D 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.

### **19.1 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 be 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.

19.1.1 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.

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

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

- the Register of Tender Defaulters; and
- the list of restricted suppliers.

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

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

	<b>Assessment Criteria</b>	<b>Bidder Requirement (YES/NO)</b>	<b>Comments</b>
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.

## 19.2 Stage 2: Key Qualifying Criteria

<b>Stage 2 – Key Qualifying Criteria</b>					
<b>Failure to comply with any of the requirements below will result in the bid being disqualified</b>					
<b>No.</b>	<b>Description</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>	
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 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?				
5.	Is the version proposed an on-premises solution that does not need Kubernetes or containerization infrastructure?				
6.	Did the bidder submit a statement of service, describing the service and support that is covered under the contract including the roles of the bidder and the Original Equipment Manufacturer (OEM) as per 3.1?				
Overall Stage 2 Outcomes:		<b>Assessment Comments:</b>    			
<b>Bid qualifies for further consideration: (YES/NO):</b>					

### 19.3 Stage 3: Technical Evaluation

<u>Stage 3: Technical Evaluation</u> <b>Failure to complete and submit shall lead to disqualification.</b>						
	<b>Specification</b>				Bidder must indicate whichever is applicable	
					<b>YES</b>	<b>NO</b>
SKU (Product Code)	Description	Quantity	Term			
1.	BMC Helix ITSM OnPrem - Service Desk Concurrent User License	20	12 months			
2.	BMC Helix ITSM OnPrem - Service Optimization Concurrent User License	13	12 months			
3.	BMC Helix ITSM OnPrem – ITSM Suite User	15	12 months			
4.	The Electoral Commission has not yet implemented Kubernetes or containerization infrastructure so the version to be proposed must take this into consideration. Bidder to supply information including the SKU of the product being proposed.	1				
5.	The support and maintenance renewal must be accompanied by installation/upgrade of the new version, migration and customization services including preparation of reports	1				
6.	The support and maintenance must allow the Electoral Commission to access patches, upgrades and product technical support.	1				
7.	The license renewal must be accompanied by reports configuration. At a minimum, the following reports on logged incidents and change requests over a user-defined period must be covered:					
	a) Age Analysis	1				

<p style="text-align: center;"><b><u>Stage 3: Technical Evaluation</u></b></p> <p style="text-align: center;"><b>Failure to complete and submit shall lead to disqualification.</b></p>						
	<b>Specification</b>			Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
		<b>YES</b>	<b>NO</b>			
	b) Weekly Carried forward	1				
	c) Monthly Carried forward	1				
	d) Weekly Service Desk	1				
	e) Incident Report					
	f) Change Request Report					
Overall Stage 3 Outcomes:		<p><b><u>Assessment Comments:</u></b></p> <p><b>Bid qualifies for further consideration: (YES/NO):</b></p>				

## 19.4 Stage 4: Technical Scoring

Stage 4 – Technical Scoring					
To qualify to the next phase of adjudication a bidder must score a minimum of 75% (22.5/30)					
	Criteria	Available Score	Points Allocation	Actual Score	Comments
1	Relevant Reference	27	References: (9 points per reference) <ul style="list-style-type: none"> <li>a) Customer name = 1 point</li> <li>b) Contact Person = 1 point</li> <li>c) Email = 0.5 point</li> <li>d) Telephone = 0.5 point</li> <li>e) Physical address = 0.5 point</li> <li>f) Product/Solution = 2 points</li> <li>g) Description of Services provided = 2 points.</li> <li>h) Value (Budget Estimate) = 1 point</li> <li>i) Service provided within the last 5 years = 0.5 point</li> </ul> <b>Total for references = maximum 27 points per reference (3 references)</b>		
	Experience	3	Bidder has experience that is: (3 points) <ul style="list-style-type: none"> <li>a) 3 years or more = 3 points</li> </ul>		
Overall Stage 4 Outcomes:		<b><u>Assessment Comments:</u></b>			
<b>Bid qualifies for further consideration: (YES/NO):</b>					

## **19.5 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:**

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