Request for Proposal (RFP)

The HSRC seeks to suitably qualified service provider to provide monthly support and maintenance on its Oracle and Microsoft SQL Databases

This is an invitation for suitably qualified service providers to tender proposals, to provide the HSRC with database support services. The service provider will be required to work with the HSRC's Internal IT Team to resolve technical issues related to these systems.

The HSRC is a statutory research council mandated to undertake and promote research in the human and social sciences. Its mandate and objectives are outlined in the Human Sciences Research Council Act, Act No. 17 of 2008. The HSRC conducts policy-relevant studies to inform the work of public-sector users, non-governmental organisations, the broader academic community, and international development agencies. It is mandated to inform the effective formulation and monitoring of policy and to evaluate the implementation thereof, to stimulate public debate through the effective dissemination of datasets and fact-based research results; to foster research collaboration, to help build research capacity and infrastructure for the human sciences.

1. Requirement: Appointment of a technical support provider for the HSRC's databases

1.1 Objectives

This RFP seeks a service provider to provide monthly maintenance and support services for database platforms. The Business Partner will be required to work with the HSRC's Internal IT Team to resolve technical issues related to these systems.

2. Proposal requirements

As service provider is required to provide professional monitoring and monthly support to our databases for period of 18 months (230 hours).

> 2.1 Service provider must be able to provide the following services:
>   a. Monthly support and maintenance of Oracle databases (2 databases – 50 hours)
>   b. Monthly support and maintenance of Microsoft SQL Databases (6 databases - 180 hours
>   c. Consolidation of Microsoft SQL databases

Contractual requirements:

Support and maintenance on Microsoft SQL databases	:	180 hours (TOTAL)
Support and maintenance on Oracle databases	:	50 hours (TOTAL)
Contract length	:	18 months

3 Technical proposal evaluation criteria

Criteria	Points
EXPERIENCE AND TRACK RECORD (40)	

Provide a minimum of 5 years' experience:
• Proof that the Service Provider has been in existence and providing Consulting / Support services on the products specified in section 2
   ➢ 5-6 years' experience (15 points)
   ➢ 7-10 years' experience (25 Points)
• Provide minimum three (3) relevant contactable references where the required Consulting and support provided over the past five (5) years. (15 points)
	40

CAPACITY AND COMPETENCE (60)	
IMPLEMENTATION • Provide an implementation plan on how the Consulting / Support Service will be executed (15 points) • The plan should include processes to follow, call-logging process, timelines and deliverables (15 points)	30
CAPACITY • Submit a structure composition of the proposed team, by clearly outlining the main disciplines/ specialties of key personnel responsible for the training and support to HSRC staff (15 points) • Provide short resume of personnel's skills that highlight qualifications, areas of experience/competencies relevant to tasks and objectives of this Bid (15 points)	30
Total	100

Minimum threshold for total is 70%.