



RFP NUMBER:	RFP/SASSETA/26271104
DESCRIPTION:	Appointment of a suitable and experienced service provider to ensure the continued licensing, support, and maintenance of existing ICT Helpdesk System from the date of appointment until 31 March 2030
PUBLISH DATE:	21 July 2026
CLOSING DATE:	12 August 2026
CLOSING TIME:	11h00am
COMPULSORY BRIEFING	N/A
VALIDITY PERIOD:	120 days from the closing date
PREFERENCE POINT SYSTEM	80/20
BID RESPONSES TO BE SUBMITTED ELECTRONICALLY ONLY	Proposals to be submitted electronically via email to (desk@sasseta.org.za) Quoting the reference (RFP/SASSETA/26271104)
ATTENTION:	Ms. Kholofelo Leshabana
The email address desk@sasseta.org.za is for the submission of the tender proposals and will only be accessed by SASSETA after the tender closing date and time.	
Queries related to this tender are to be sent to scm02@sasseta.org.za .	

NB: The SASSETA logo and other intellectual property rights are owned by SASSETA and are protected by applicable intellectual property laws. Unless authorized in writing, you are prohibited from using the SASSETA logo or any of its intellectual property in any manner whatsoever. Any unauthorized use of the SASSETA Logo may result in legal action.

If you receive any suspicious calls asking for payment to secure an award of a bid or the outcome of a tender can be influenced in your favour, please immediately inform the SASSETA Anti-Corruption Hotline at 0800 162 111 for further investigation.

DOCUMENTS IN THIS BID DOCUMENT PACK

Bidders are to ensure that they have received all the pages of this document, which consist of the following documents:

SECTION A

1. RFP Submission Conditions and Instructions
2. Terms of Reference
3. Selection Process

SECTION B

1. Invitation to Quote (SBD 1)
2. Pricing Schedule (SBD 3.3)
3. Bidder's Disclosure (SBD 4)
4. Preference Points Claim form in terms of Preferential Procurement Regulations 2022 (SBD 6.1).
5. Submission Checklist
6. General Conditions of Contract (Annexure A)
7. CV Template (Annexure B)

NB.: Bidders are required to return the SASSETA attached Standard Bidding (SBD) forms and not submit SBD forms from other entities.

1. RFP SUBMISSION CONDITIONS AND INSTRUCTIONS

1.1 FRAUD AND CORRUPTION

- 1.1.1 All Service Providers are to take note of the implications of contravening the Prevention and Combating of Corrupt Activities Act, Act No 12 of 2004, and any other Act applicable.

1.2 COMPULSORY BRIEFING SESSION

- 1.2.1 There will be no briefing session for this Request for Proposal.

1.3 CLARIFICATIONS/QUERIES

- 1.3.1 Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the bid, is to be requested in writing (e-mail) from **Ms. Kholo Leshabane** at scm02@sasseta.org.za by 12h00 on 03 August 2026. The bid **number** should be mentioned in all correspondence. **Telephonic requests will not be accepted.**

1.4 SUBMITTING BIDS

- 1.4.1 Proposals to be submitted electronically only via email to:
desk@sasseta.org.za (**maximum size of the email 30MB**)
- 1.4.1.1 Bidders are advised to compress their email submission(s) to a maximum of 30MB file/folder. **Any submission(s) exceeding 30MB will be automatically rejected by the server.**
- 1.4.1.2 Submission(s) can be made through email and WeTransfer. **Bidders are advised NOT to set an expiry date on the submission(s) made.** If a Bidder's response is found to have expired during the evaluation period, it will be considered non-responsive. Bidders who chose to submit via WeTransfer are encouraged to ensure that they have a license for the platform as without it, the submission will automatically expire within seven (7) days.
- 1.4.1.3 Bidders must not submit their responses via **Google Drive or any other method** that will compel SASSETA to request access and/or create an email address out of SASSETA's domain (sasseta.org.za). Such responses will be considered non-responsive.
- 1.4.1.4 Bidders are advised to double check their submission(s) before responding to the bid.

1.5 Closing date and time **12 August 2026 @11h00am**

1.6 LATE BIDS

- 1.6.1 Bids received late shall not be considered. A bid will be considered late if it arrived only one second after 11h00 or any time thereafter. Bids arriving late will not be considered under any circumstances. Bidders are therefore strongly advised to ensure that bids be sent allowing enough time for any unforeseen events that may delay the delivery of the bid.

1.7 PRICING

- 1.7.1 Service Providers are requested to provide an all-inclusive cost of this project assignment on SBD 3.3

Where the contract requires the successful bidder to travel to a venue different from SASSETA, the following travel and disbursement processes will be undertaken:

- 1.7.1.1 Claim travel mileage costs applicable to this contract as per the Department of Transport rates
- 1.7.1.2 Book only economy-class flights
- 1.7.1.3 Book Group A hire cars, otherwise Group B are to be used following SASSETA's approval
- 1.7.1.4 Utilise cost-effective mode of transport such as Uber/Taxify/Gautrain or shuttle
- 1.7.1.5 services when traveling to and from the airport.
- 1.7.1.6 Book only Bed and Breakfast, Hotels, or other equivalent accommodations up to a Rand value of R1 400/ per night per person (including dinner, breakfast, and parking).
- 1.7.1.7 Submit all applicable invoices/receipts for the travel undertaken and also, a google map of the trip where travel by private car was undertaken for payment.
- 1.7.1.8 All travel to be approved by SASSETA before being undertaken

1.8 NEGOTIATION

- 1.8.1 SASSETA has the right to enter into a negotiation with a prospective service provider. A contract will only be deemed to be concluded when reduced to writing in a contract form signed by the designated responsible person of both parties.

1.9 REASONS FOR REJECTION

- 1.9.1 SASSETA shall reject a bid for the award of a contract if the recommended bidder has committed a proven corrupt or fraudulent act in competing for the particular contract.
- 1.9.2 SASSETA shall disregard the bid of any bidder if that bidder, or any of its directors:
 - 1.9.2.1 have abused the Supply Chain Management systems of SASSETA.
 - 1.9.2.2 have committed proven fraud or any other improper conduct in relation to such systems.
 - 1.9.2.3 have failed to perform on any contract and the proof exists.
 - 1.9.2.4 Such actions shall be communicated to the National Treasury.

2 TERMS OF REFERENCE

2.1 INTRODUCTION AND BACKGROUND

2.1.1 SASSETA is one of the twenty-one (21) Sector Education and Training Authorities (SETAs) established in terms of the Skills Development Act (Act 97 of 1998) as amended. SASSETA's licence has been renewed until 31st March 2030. SASSETA is classified as a schedule 3A Public Entity in terms of the Public Finance Management Act, (Act 1 of 1999, as amended). SASSETA reports to the Department of Higher Education and Training.

2.2 PURPOSE

2.2.1 SASSETA requires a suitable and experienced service provider to ensure the continued licensing, support, and maintenance of its existing ICT Helpdesk System from the date of appointment until 31 March 2030.

2.3 SCOPE OF WORK

2.3.1 The service provider will be required to deliver on the following:

2.3.1.1 License Renewal and Compliance

- Facilitate the timely renewal of ManageEngine ServiceDesk Plus software licenses, including the Assets License Plan, ensuring full compatibility with the existing ICT Helpdesk System.
- Ensure that all licenses are valid, compliant, and aligned with the current number of users, system administrators, and assets.
- Clearly specify all software licensing limits applicable to the proposed solution, including but not limited to:
 - Number of technician (administrator) licences;
 - Number of requester (end-user) licences;
 - Number of managed assets (nodes);
 - Number of supported integrations;
 - Any module-specific licensing restrictions;
 - Any other licensing limitations imposed by the software manufacturer.
- Submit an annual licence utilisation report indicating licence consumption, remaining capacity, asset/node utilisation and recommendations for future licence expansion.
- Notify SASSETA in writing whenever licence utilisation reaches 80% of any licensed capacity, including but not limited to administrator licences, requester licences, managed assets (nodes), or any other licensed component.

2.3.1.2 Software and Helpdesk Support and Maintenance

- Provide ongoing technical support for the Helpdesk and Asset Management modules.
- Troubleshoot and resolve system-related incidents, errors, and performance issues within agreed service levels.

- Where vendor escalation is required, the service provider shall remain the single point of contact and manage the incident through to final resolution.

2.3.1.3 Updates and Patch Management

- Ensure access to and implementation of the latest software updates, patches, service packs, and security fixes.
- Apply upgrades and enhancements in a controlled manner to prevent disruption to operations.

2.3.1.4 Asset Management Support

- Ensure full functionality of the Assets License Plan, including asset discovery, tracking, reporting, and lifecycle management.
- Support integration between asset management and the incident management modules.
- The proposed Assets Management licence shall support a minimum of **1,000 managed assets (nodes)**.
- The solution shall allow expansion of managed asset capacity during the contract period without requiring replacement of the existing solution.

2.4 REQUIRED DELIVERABLES

Fact Sheet for Helpdesk System	Requirements
1. User Licenses required	• The system shall include a minimum of five (5) system administrator licenses. • The system must allow at least twenty-five (25) concurrent end users to log incidents simultaneously. SASSETA has 150-200 employees. • The system shall allow the creation of an unlimited number of end users who can log incidents. • The solution shall include all required software licenses necessary to implement and operate the system and all features specified herein. • The bidder shall clearly indicate the licensed asset (node) capacity included in the proposed solution. • The proposed licensing shall accommodate SASSETA's current environment together with anticipated growth until 31 March 2030. • The bidder shall clearly indicate the software licensing model applicable to the proposed solution, including whether licensing is based on named users, concurrent users, managed assets (nodes), subscription, perpetual licensing or any other applicable licensing model.
2. Features of the System	• The system shall be manageable via a secure, user-friendly, web-based console accessible only to authorised administrators and support agents. • The system shall provide a user-friendly self-service portal for end users to: ➢ Log incidents; and ➢ Access a knowledge base containing FAQs and common issue resolutions.

	• The system shall support integration with Windows Active Directory for authentication and user management. • Support Multi-Factor Authentication (MFA). • Support Role-Based Access Control (RBAC). • Maintain detailed audit logs of all administrator activities. • Encrypt data in transit using industry-standard protocols. • Support configurable password policies. • Support configurable session timeout functionality • The system shall automatically send email notifications upon logging of an incident (with ticket reference number) and upon resolution or closure of the incident. • The system shall allow the configuration of predefined Standard Operating Procedure (SOP). • The system shall include asset management functionality, enabling administrators to manage IT assets assigned to users. • The system shall automatically notify administrators of newly logged incidents. • The system shall generate automated alerts prior to SOP breaches. • The system shall escalate SOP breaches via email notification to designated supervisors. • The system shall generate standard and ad hoc reports including, but not limited to: ➢ Incident Trends ➢ SLA Compliance ➢ First Call Resolution ➢ Technician Performance ➢ Asset Lifecycle ➢ Top Recurring Incidents ➢ Incident Categories ➢ Customer Satisfaction ➢ Knowledge Base Usage ➢ Dashboard Reporting • The system shall provide customisable dashboards to monitor performance and service metrics.
3. Administrator rights/permissions	• Administrators shall have the rights to: ➢ Configure and modify operational processes for logging, routing, and resolving incidents. ➢ Define and amend SOP rules and parameters. ➢ Customise the console interface, including adding or editing fields. ➢ Create, update, and deactivate user profiles, including details such as department, office location, and assigned IT equipment. ➢ Configure SOP calendars, including working hours, public holidays, and non-working days. ➢ Log and update incidents, including those reported via telephone. ➢ Reassign incidents to other agents. ➢ View all logged incidents (open and closed) via a central console. ➢ Update incident status and resolution notes ➢ Generate summary and statistical reports, including but not limited to:

	- Monthly incident reports. - SOP breach statistics. - Incident categorisation reports (hardware, software, network, application, etc.).
4. Manuals	• Delivery should include the following manuals: ➢ User manuals. ➢ System administrator manuals.
5. Training	• Comprehensive technical and system administration training for IT personnel to enable independent system management post-implementation.
6. Support and Maintenance	• Ensure a minimum system availability of 99.5% uptime excluding scheduled maintenance. • Provide support via email, telephone, and web-based ticketing. • Define and adhere to clear response and resolution times based on severity levels (Critical, High, Medium, Low). • Provide remote support as the primary support mechanism. • Ensure all system updates, patches, bug fixes, and version upgrades are included at no additional cost. • Perform regular system maintenance without disrupting business operations. • Provide advance notice (at least 48 hours) for scheduled maintenance. • Ensure daily automated backups with a minimum retention period of thirty (30) calendar days. • Long-term archival shall be managed in accordance with SASSETA's Backup and Retention Policies. • Provide disaster recovery with defined Recovery Time Objective (RTO) and Recovery Point Objective (RPO). • Perform quarterly system health checks and submit a health check report including recommendations for optimisation. • Where vendor escalation is required, the service provider shall remain the single point of contact and manage the incident through to final resolution.
7. Delivery of licenses	• Within 31 calendar days of appointment.

2.5 MANDATORY REQUIREMENTS

2.5.1 Bidders are to submit valid letter/certificate indicating either of the following:

2.5.1.1 ManageEngine partnership

OR

2.5.1.2 Distributor partnership on ManageEngine.

2.5.2 Fully completed CV template for the team leader on Annexure B and CV template of the two (2) additional members on Annexure C to be submitted.

NOTE: Non-submission of the above mandatory documents will lead to automatic disqualification.

2.6 EXIT AND TRANSITION MANAGEMENT

2.6.1 Upon expiry or termination of the contract, the service provider shall:

- 2.6.1.1 Provide a complete database backup.
- 2.6.1.2 Provide all configuration documentation.
- 2.6.1.3 Provide all system documentation.
- 2.6.1.4 Transfer all custom reports.
- 2.6.1.5 Assist with knowledge transfer.
- 2.6.1.6 Ensure no disruption of ICT Helpdesk services during transition.

2.7 SKILLS AND EXPERIENCE OF THE BIDDING COMPANY AND THE TEAM MEMBERS PROPOSED FOR THE ASSIGNMENT

2.7.1 The bidding company should demonstrate the following skills and experience:

- 2.7.1.1 A minimum of three (3) signed reference letters from clients (existing or previous) must be attached, where the ICT HelpDesk solution was implemented, deployed and maintained. Reference letters must be on the client's letterhead, signed and clearly detailing the scope of work, duration and impression the client has with the service provider.
- 2.7.1.2 The bidder shall submit a detailed Transition and Takeover Plan not exceeding the period of 14 calendar days focusing on the below:
 - 2.7.1.2.1 Knowledge Transfer
 - 2.7.1.2.2 Service Continuity
 - 2.7.1.2.3 License Renewal
 - 2.7.1.2.4 Data Integrity and Security
 - 2.7.1.2.5 Technical Takeover
 - 2.7.1.2.6 Support Model
 - 2.7.1.2.7 Implementation Timeline
 - 2.7.1.2.8 Assigned Resources
- 2.7.1.3 The team should demonstrate the experience in skills in the following:
 - 2.7.1.3.1 The team leader to demonstrate a minimum of five (5) assignments in spearheading the implementation, deployment and maintenance of the ICT Help Desk systems. **Annexure B must be completed.**
 - 2.7.1.3.2 Two (2) additional team members with each demonstrating a minimum of three (3) assignments implementing, deploying and maintaining the IT Help Desk systems. The bidder should indicate which of the team members will be responsible for which components of work. **Annexure C must be completed.**

2.8 TIMEFRAMES FOR DELIVERY OF THE WORK

- 2.8.1 The period to deploy the licenses should not exceed 31 calendar days.
- 2.8.2 The contract period shall be from date of appointment until 31 March 2030.

2.9 PRICING

- 2.9.1 Service Providers are requested to provide an all-inclusive cost of this project assignment.

2.9.2 The bidder to ensure delivery of the project within the required timeframes stipulated in the terms of reference.

2.9.3 Where the contract requires the successful bidder to travel to a venue different from SASSETA, the following travel and disbursement processes will be undertaken:

- Claim travel mileage costs applicable to this contract as per the Department of Transport rates
- Book only economy class flights
- Utilise cost-effective mode of transport such as Uber/Taxify/Gautrain or shuttle services when travelling to and from the airport
- Hire Group A cars, otherwise, Group B for following SASSETA's approval on justifiable ground.
- Book only Bed and Breakfast, Hotels, or other equivalent accommodations up to a Rand value of R1 400 per night per person (including dinner, breakfast and parking).
- Submit all applicable invoices/receipts for the travel undertaken and a google map of the trip where travel by private car was undertaken for payment.

2.9.4 All travel to be approved by SASSETA before being undertaken.

2.10 ACCOUNTABILITY AND REPORTING

2.10.1 The service provider will report directly to the ICT Manager for the duration of the assignment.

2.11 SUBMISSION OF THE GENERAL CONDITIONS OF CONTRACT (GCC)

2.11.1 Bidders are requested to initial each page of the General Conditions of Contract (GCC) (Annexure A) and submit their response to this Request for Quotations. The GCC will form part of the contract with the successful Bidder.

2.12 INTELLECTUAL PROPERTY

2.12.1 The service provider will be contracting with SASSETA. All data of this project, in whatever format raw or analyzed, will be confidential information for utilisation by SASSETA. All information and documents received from SASSETA is to be kept confidential and may not be used or distributed in any format without the written approval of SASSETA. To this end, the service provider will be required to sign a confidentiality agreement within the SLA.

2.13 PROTECTION OF PERSONAL INFORMATION ACT

2.13.1 All Service Providers are to take note of the implications of POPI Act and any other data privacy Act applicable that SASSETA complies to. In compliance to the act, please be advised that the following are applicable to the treatment of vendor information:

2.13.1.1 All requested bid information will be solemnly utilized for the purpose of the bid evaluation processes. The vendor hereby consents the information provided as part of this bid will be utilized for supply chain processes of SASSETA and may be subject to multiple processing to enable the evaluation of this bid.

- 2.13.1.2 The vendor consents that the information collected will be retained for the duration of the evaluation and archived for records management purposes. The information will be disposed as per the SASSETA records management policies as prescribed by the National Archives Act. Furthermore, the information owner acknowledges that the information provided will be scanned into digital records which are retained on the SASSETA backup servers and that are replicated to backup media. SASSETA does confirm that the organization adopts industry best practice with regards to the safeguarding of digital records whether locally stored or retained in backup media.
- 2.13.1.3 SASSETA confirms that all submitted records will be retained in their original form and will not be altered with to preserve the quality and originality of the information provided.
- 2.13.1.4 SASSETA confirms that the Information Officer is duly responsible for vendor information provided and exercises stringent measures to ensure that information is secured and solemnly utilized for the purpose of use. No vendor records will be distributed or utilized for any processes outside the current bid that the information has been requested for.

3 PROPOSED SELECTION CRITERIA

3.1 Compliance with minimum requirements

- 3.1.1 All bids duly lodged will be examined to determine compliance with bidding requirements and conditions.

3.2 Conditions for selection/shortlisting

3.2.1 Phase 1 – Service Providers to:

- Submit their proposal by the closing date and time. **Proposals submitted after the closing date and time will be disqualified from further evaluation.**
- Bidders are to submit valid letter/certificate indicating either of the following:
 - ManageEngine partnership

OR

- Distributor partnership on ManageEngine.
Non-submission of the above mandatory documents will lead to automatic disqualification.
- Fully completed CV template for the team leader on Annexure B and CV template of the two (2) additional members on Annexure C to be submitted. **Non-submission will lead to automatic disqualification.**
- Complete and submit all Standard Bidding Documents (SBD) forms mentioned above on page 2 of this document, namely: SBD 1, SBD 3.3, SBD 4, SBD 6.1
- Be registered on the National Treasury Central Supplier Database (CSD) by the closing date and time of this request for quotation. Bidders are to provide SASSETA with a copy of their CSD registration report downloaded from the National Treasury CSD Website.
- Initial each page of the General Condition of Contract (Annexure A) and submit with the proposal

3.2.2 Phase 2 – Functionality evaluation

- Bidders who meet the mandatory items requirements above will be evaluated on functionality requirements on a scale of 0 to 2:
 - 0: Document/item not submitted; Unacceptable, does not meet set criteria; Weak, less than acceptable. Insufficient for performance requirements
 - 1: Satisfactory should be adequate for stated element.
 - 2: Very good, above average compliance to the requirement

ELEMENT	FUNCTIONALITY EVALUATION		FUNCTIONALITY WEIGHT	TOTAL SCORE
Proposed Transition and Takeover plan:	Rating out of 1	Evaluation criteria		
The bidder shall submit a detailed Transition and Takeover Plan not exceeding the period of 14 calendar days focusing on the following: 1. Knowledge Transfer 2. Service Continuity 3. License Renewal 4. Data Integrity and Security 5. Technical Takeover 6. Support Model 7. Implementation Timeline 8. Assigned Resources	0	The Plan does not address all required elements or lacks sufficient detail to demonstrate feasibility.	10%	
	1	The Plan comprehensively addresses all required elements and demonstrates a clear, feasible, and low-risk takeover approach.		
Suitability of the bidder:	Rating out of 1	Evaluation criteria		
A minimum of three (3) signed reference letters from existing or previous clients must be submitted, where ICT Help Desk systems were implemented, deployed and maintained. Letters must be on the client's official letterhead and clearly indicate scope of work, duration, and client satisfaction.	0	Fewer than three (3) reference letters submitted OR reference letters do not meet all stated requirements (letterhead, signature, scope, duration, client feedback).	20%	
	1	Three (3) or more reference letters submitted, meeting all stated requirements (letterhead, signature, scope, duration, client feedback).		
Suitability of the proposed team:	Rating out of 1	Evaluation criteria		

ELEMENT	FUNCTIONALITY EVALUATION		FUNCTIONALITY WEIGHT	TOTAL SCORE
The team leader to demonstrate a minimum of five (5) assignments in spearheading the implementation, deployment and maintenance of the ICT Help Desk systems. <u>Annexure B must be completed.</u>	0	Team Leader has less than five (5) assignments OR CV does not clearly demonstrate assignments in leading the implementation, deployment and maintenance of ICT Help Desk systems.	40%	
	1	Team Leader has five (5) assignments or more in leading the implementation, deployment and maintenance of ICT Help Desk systems.		
Two (2) additional team members with each demonstrating a minimum of three (3) assignments in implementing, deploying and maintaining the IT Help Desk systems. The bidder should indicate which of the team members will be responsible for which components of work. <u>Annexure C must be completed.</u>	0	One or more team members have less than three (3) assignments OR roles and responsibilities are not clearly defined.	30%	
	1	Each of the two (2) additional team members demonstrate three (3) or more assignments and roles and responsibilities are clearly defined.		
TOTAL POINTS				

N/B: Bidders need to obtain a minimum of 100% for functionality for them to be evaluated further on the 80/20 preference point system.

3.2.3 Phase 4 – Price and Specific Goals

- The value of this bid is estimated not to exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 system shall be applicable where 80 points will be allocated to price and 20 points for Specific Goals as follows:

Evaluation Criterion on Price and Specific Goals	
The relative competitiveness of proposed price	80
Specific Goals	20
TOTAL FOR PRICE AND PREFERENCE	100

3.2.4 ADJUDICATION OF BID

- The Bid Adjudication Committee will consider the recommendations of the Bid Evaluation Committee (BEC) and make a recommendation to the Award Authority to make the final award. The successful bidder will usually be the service provider scoring the highest number of points or it may be a lower scoring bid based on firm, verifiable, and justifiable grounds or no award at all.

PART A - INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR THE REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	RFP/SASSETA/26271104	CLOSING DATE:	12 August 2026	CLOSING TIME:	11h00am
DESCRIPTION	Appointment of a suitable and experienced service provider to ensure the continued licensing, support, and maintenance of its existing ICT Helpdesk System from the date of appointment until 31 March 2030				
PROPOSALS TO BE EMAILED:					
Proposals to be submitted electronically via email desk@sassetta.org.za for the attention of Ms. Kholo Leshabane					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Ms. Kholo Leshabane		CONTACT PERSON	Ms. Kholo Leshabane	
E-MAIL ADDRESS	scm02@sassetta.org.za		E-MAIL ADDRESS	scm02@sassetta.org.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] ☐ Yes ☐ No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES, ANSWER PART B:3]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				☐ YES ☐ NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				☐ YES ☐ NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

NAME OF SIGNATORY

SIGNATURE OF BIDDER:

N/B.: If a Company has one director as listed on CSD, the one Director to sign these documents on behalf of the Company. Any other member of the Company will require a Company Resolution to be attached to this submission signed by the duly Authorised Director.

N/B.: If the Company has more than one Director as listed on CSD, a signed Company Resolution to be attached to confirm that the one Director can sign on behalf of the Company. Any other member of the Company will require a Company Resolution to be attached to this submission signed by the duly Authorised Directors.

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER:

BID NO.: RFP/SASSETA/26271104

CLOSING TIME: **11h00**CLOSING DATE: **12 August 2026**OFFER TO BE VALID FOR **90** DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)
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1. ONCE OFF FIXED COSTS

Item Description	Quantity	Unit Price incl. VAT
Licensing renewal (inclusive of unlimited support from October 2026 to 31 March 2030; 42 months)	42 months	R
TOTAL		R

2. AD HOC COSTS

Item Description	Quantity	Unit Cost (incl. VAT)
Additional Administrator Licence	1	R
Additional Requester Licence	1	R
Additional Asset Nodes	500	R
Additional Module	1	R
Additional Integration	1	R

Professional Services below but not limited to: - Custom Report Development, - System Enhancement, - Data Migration etc.	Hourly rate	R
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NB: The successful service provider will be reimbursed for travel in line with Department of Transport rates.

Bidders are to record the name and surname of the proposed team on this assignment in the table below and ensure that a comprehensive CV of the member is attached to the proposal as follows:

NO.	NAME AND SURNAME (only one name to be recorded)	IS CV ATTACHED <i>(Circle the response below)</i>	
1.		YES	NO
2.			
3.			

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

(To be signed by a duly Authorised Delegate. A signed Company Resolution to be submitted).

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table.

Full Name	Identity Number	Name of State institution

N/B. If more space required, Service providers are to copy this table onto their letterhead and provide information as per the table above

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?
/NO

YES

2.3.1 If so, furnish particulars:

.....
.....

3. DECLARATION

I, the undersigned,
(name).....in
submitting the accompanying bid, do hereby make the following statements that I
certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium¹ will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT. I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM

SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....

.....

1 Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE BID AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to quote:

- the 80/20 system for requirements with a Rand value of up to R1 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

The applicable preference point system for this quotation is the **80/20** preference point system.

- a) The lowest acceptable quotation will be used to determine the accurate system once quotations are received.

1.3 Points for this quotation (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

1.5 The maximum points for this quotation are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.6 Failure on the part of a bidder to submit proof or documentation required in terms of this bid to claim points for specific goals with the quotation, will be interpreted to mean that preference points for specific goals are not claimed.

1.7 The organ of state reserves the right to request a bidder, either before a quotation is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

2.1 POINTS AWARDED FOR PRICE

2.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

Ps = Points scored for the price of the quotation under consideration

Pt = Price of the quotation under consideration

Pmin = Price of lowest acceptable quotation

2.2 POINTS AWARDED FOR SPECIFIC GOALS

- a) In terms of Regulations 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the quotation.
- b) For the purposes of this quotation, the bidder will be allocated points based on the goals stated in table 1 below as may be supported by proof/documentation stated in the conditions of this bid:

Table 1: Specific goals for the bidder and points claimed are indicated per the table below.

The specific goals allocated points in terms of this bid	Number of points allocated (80/20 system)	<u>Bidders to record the number of points claimed in the rows below</u> (To be completed by the bidder)
At least 100% Black people Ownership	10.00	
At least 30% Black Women Ownership	5.00	
At least 30% Black youth ownership	5.00	
Total	20.00	

NB: Specific goals will not be rewarded to bidders who do not record their points in the table above.

3. DECLARATION WITH REGARD TO COMPANY/FIRM

3.1 Name of company/firm.....

3.2 Company registration number:

3.3 TYPE OF COMPANY/ FIRM

- 3.3.1 Partnership/Joint Venture / Consortium
- 3.3.2 One-person business/sole propriety
- 3.3.3 Close corporation
- 3.3.4 Public Company
- 3.3.5 Personal Liability Company
- 3.3.6 (Pty) Limited
- 3.3.7 Non-Profit Company
- 3.3.8 State-Owned Company[TICK APPLICABLE BOX]

- 3.4** I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the quotation, qualifies the company/ firm for the preference(s) shown and I acknowledge that:
- i) The information furnished is true and correct;
 - ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
 - iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
 - iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the bidding process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF BIDDER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

DOCUMENTS REQUIRED FOR CLAIMING SPECIFIC GOALS

As per bullet 1.6 and 1.7 of the Preference Points Claim Form in terms of the Preferential Procurement Regulations 2022, bidders are required to submit the SASSETA verification document(s) in order to be allocated the specific goals claimed:

- a) An Original/Certified copy of a valid B-BBEE Certificate or Sworn Affidavit.
- b) Certified copy/ies of Identity documents of the Company Directors
- c) CSD report
- d) Shareholder Certificates

NB.: Non-submission of the documents required above will lead to specific goal points NOT being awarded.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

(To be signed by a duly authorised Delegate. A signed Company Resolution must be submitted).

BIDDERS ARE ENCOURAGED TO USE THE FOLLOWING CHECKLIST WHEN SUBMITTING THEIR BIDS:

NO	DETAILS - Bidders are to set out their bid in the following format:	TICK BY BIDDER
1.	Part 1: Completed and signed the invitation to bid document (SBD 1) To be signed by a duly Authorised Delegate.	
2.	Part 2: Completed and signed pricing schedule (SBD 3.3) To be signed by a duly Authorised Delegate.	
3.	Part 3: Completed and signed the Bidder's disclosure form (SBD 4). <i>(In case of a consortium/ joint venture, or where sub-Service providers are utilised, each party to the bid to complete and sign the declaration of interest document).</i> To be signed by a duly Authorised Delegate	
4.	Part 4: Completed and signed the Preference Points Claim form in terms of the Preferential Procurement Regulations 2022 (SBD 6.1) To be signed by a duly Authorised Delegate. Not claiming points as per SBD 6.1 will lead to Specific Goals points not awarded	
5.	Part 5: Submitted the General Conditions of Contract (initialed each page)	
6.	Part 6: Bidders National Treasury Central Supplier Database (CSD) forms indicating the validity of the bidder's registration	
7.	Part 7: Bidder's attached quotation on the Company letterhead inclusive of VAT and any other applicable costs in line with the SBD 3.3	
8.	Part 8: Bidders are to submit valid letter/certificate indicating either of the following: ManageEngine partnership OR Distributor partnership on ManageEngine. <u>Non-submission of the above mandatory documents will lead to automatic disqualification.</u>	
9.	Part 9: Fully completed CV template for the team leader on Annexure B and CV template of the two (2) additional members on Annexure C to be submitted. <u>Non-submission will lead to automatic disqualification.</u>	
10.	Part 10: The bidder shall submit a detailed Transition and Takeover Plan not exceeding the period of 14 calendar days focusing on the following: 1. Knowledge Transfer 2. Service Continuity 3. License Renewal 4. Data Integrity and Security 5. Technical Takeover 6. Support Model 7. Implementation Timeline 8. Assigned Resources	
11.	Part 11: A minimum of three (3) signed reference letters from existing or previous clients must be submitted, where ICT Help Desk systems were implemented, deployed and maintained. Letters must be on the client's official letterhead and clearly indicate scope of work, duration, and client satisfaction.	
12.	Part 12: The team leader to demonstrate a minimum of five (5) assignments in spearheading the implementation, deployment and maintenance of the ICT Help Desk systems. <u>Annexure B must be completed.</u>	
13.	Part 13: Two (2) additional team members with each demonstrating a minimum of three (3) assignments in implementing, deploying and maintaining the IT Help Desk systems. The bidder should indicate which of the team members will be responsible for which	

	components of work. <u>Annexure C must be completed.</u>	
14.	Part 14: Bidders to submit the following documents. Non-submission of the below-mentioned documents (under 6) will lead to specific goal points NOT being awarded.	
	An Original/Certified copy of a valid B-BBEE Certificate or Sworn Affidavit.	
	Certified copy/ies of Identity documents of the Company Directors	
	CSD report	

NB: The SASSETA logo and other intellectual property rights are owned by SASSETA and are protected by applicable intellectual property laws. Unless authorized in writing, you are prohibited from using the SASSETA logo or any of its intellectual property in any manner whatsoever. Any unauthorized use of the SASSETA Logo may result in legal action.