

ANNEXURE A



**REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF A
SERVICE PROVIDER FOR INTERNET SERVICE PROVIDER**

JHB-FPMS-01-24-25

Date Issued: 17 MAY 2024

Closing Date: 10 JUNE 2024

Time: 11:00am

Bid Validity Period: 120 Days

TENDER TO BE SUBMITTED AT THE FOLLOWING ADDRESS:

Thynk Park, 1st Floor, 8 Summit Road, Dunkeld West, Randburg, 2196

Tender Submission Box - Reception

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1. INTRODUCTION

The Fibre Processing and Manufacturing (FP&M) SETA was established in terms of the Skills Development Act of 1998.

The FP&M SETA is accredited as a quality assuring body by the South African Qualification Authority, in terms of regulation R1127 wherein the FP&M SETA is required to perform the following functions:

- a. accredit constituent providers for specific standards or qualifications registered on the National Qualifications Framework.
- b. promote quality amongst constituent providers.
- c. monitor provision by constituent providers.
- d. evaluate assessment and facilitation of moderation among constituent providers.
- e. register constituent assessors for specified registered standards or qualifications in terms of the criteria established for this purpose.
- f. take responsibility for the certification of constituent learners.
- g. develop a sector skills plan within a framework of the National Skills Development Strategy
- h. plan and report on the implementation of its SSP and service level agreement
- i. approve Workplace Skills Plans
- j. disburse mandatory and discretionary grants.

2. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

To establish an independent and objective Public Relations Management Services in terms with Section 27 of the Treasury Regulations prescribed in terms of Section 76 of the PFMA. The appointed service provider is expected to carry out the mandate of the Public Relations Management Services Function in terms of the SETA's.

3. LEGISLATIVE FRAMEWORK OF THE BID

3.1. Tax Legislation

3.1.1. Bidder(s) must be compliant when submitting a proposal to FP&M SETA and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).

3.1.2. It is a condition of this bid that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.

3.1.3. The Tax Compliance status requirements are also applicable to foreign bidders / individuals who wish to submit bids.

3.1.4. It is a requirement that bidders grant a written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.

3.1.5. Bidders are required to be registered on the Central Supplier Database and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database.

3.1.6. Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

3.2. Procurement Legislation

The FP&M SETA has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

3.3. Technical Legislation and/or Standards

Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services.

4. TIMELINE OF THE BID PROCESS

The period of validity of tender and the withdrawal of offers, after the closing date and time is **120** days. The project timeframes of this bid are set out below:

Activity	Due Date
Advertisement of bid on Government e-tender portal	17 May 2024
Compulsory Briefing Session Online: Join on your computer, mobile app, or room device:	23 May 2024 10:00am – 11:00
Meeting ID: 342 411 557 989 Passcode: R2BXkp	
Closing Date for Questions and Answers relating to bid from bidder(s)	30 May 2024
Bid closing date	10 June 2024 at 11:00 am
Enquiries must be sent in writing to the following email addresses	MarjorieD2@FPMSeta.org.za tenders@fpmseta.org.za
Notice to bidder(s)	FP&M SETA will endeavor to inform bidders of the progress until conclusion of the tender.

All dates and times in this bid are South African standard time.

Any time or date in this bid is subject to change at the FP&M SETA's discretion. The establishment of a time or date in this bid does not create an obligation on the part of the FP&M SETA to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if the FP&M SETA extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

5. CONTACT AND COMMUNICATION

5.1. A nominated official of the bidder(s) can make enquiries in writing, to Supply Chain Management in writing to tenders@fpmseta.org.za The bid reference number must be mentioned in all correspondence.

5.2. The delegated office of the FP&M SETA may communicate with Bidder(s) where clarity is sought in the bid proposal.

5.3. Any communication to an official or a person acting in an advisory capacity for the FP&M SETA in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.

5.4. All communication between the Bidder(s) and the FP&M SETA must be done in writing.

5.5. Whilst all due care has been taken in connection with the preparation of this bid, the FP&M SETA makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current or complete. The FP&M SETA, and its employees and advisors will not be liable with respect to any information communicated which may not accurate, current or complete.

5.6. If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by the FP&M SETA (other than minor clerical matters), the Bidder(s) must promptly notify the FP&M SETA in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the FP&M SETA an opportunity to consider what corrective action is necessary (if any).

5.7. Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by the FP&M SETA will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.

5.8. All persons (including Bidder(s)) obtaining or receiving the bid and any other information in connection with the Bid or the Tendering process must keep the contents of the Bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this Bid.

6. LATE BIDS

Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the Bidder(s).

7. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.

8. FRONTING

8.1. Government supports the spirit of broad based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemn any form of fronting.

8.2. The Government, in ensuring that Bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the FP&M SETA may have against the Bidder / contractor concerned.

9. SUPPLIER DUE DILIGENCE

The FP&M SETA reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.

10. SUBMISSION OF PROPOSALS

10.1. Bid documents must be placed in the tender box at the FP&M SETA Offices, Reception Area, 8 Summit Road, 1st Floor, Dunkeld West, Johannesburg 2169 on the closing date at 11:00am or before the closing date between 9am to 3pm.

10.2. Bid documents will only be considered if received by the FP&M SETA before the closing date and time.

10.3. The bidder(s) are required to submit **Two (2)** copies of tender documents 1: **one (1)** original and **one (1)** duplicate and submit **One (1)** electronic version copy of tender document. **2 Two** price quotation (sealed separately) **(1) one** original and **(1) one**, duplicate and submit **(1)** electronic version Example: USB or Disk with content of each file by the Closing date **10 June 2024 at 11:00am**. Each file and USB must be marked correctly and sealed separately for ease of reference. Furthermore, the file and information in the USB must be labelled and submitted in the following format:

10.4. Bidders are requested to initial each page of the tender document on the top right-hand corner.

10.5. Bidders are required to comply to the following 4 phases of evaluation.

11. PRESENTATION /SITE VISIT DUE DILIGENCE

The FP&M SETA reserves the right to request presentations/site visit from the short-listed Bidders as part of the bid evaluation process.

12. DURATION OF THE CONTRACT

The successful bidder will be appointed for a period of Five (05) years, after signing of a contract by the successful bidder. All work is to be carried out in accordance with the time schedule as agreed with the FP&M SETA.

13. TERMS OF REFERENCE

1. BACKGROUND

The Fibre, Processing & Manufacturing SETA (FP&M) was established by the Minister of Higher Education and Training on 01 April 2011 and re-established until the end to 31 March 2030.

The FP&M SETA is classified as a National Public Entity under Section C of Schedule 3A of the Public Finance Management Act of 1999 (PFMA).

2. SCOPE OF WORK

ORGANISATION AND BROAD INFORMATION SYSTEM NEEDS

The FP&M SETA requires the services of a suitable and qualified ISP to offer a comprehensive and robust internet solution to the FP&M SETA, that will utilise SD WAN technology and private cloud service for storage of information.

The FP&M SETA has offices in Johannesburg “Hyde Park”, Durban “Westville” and Cape Town “Woodstock” (Cape town office address might change) and requires these sites to function as a single entity even though they are in different locations. Furthermore, FP&M SETA’s business-critical systems such as LMIS and ERP, will need to be migrated to the private cloud, therefore we also need a dedicated interconnecting link to the private cloud where the server's resources will be provisioned. It must be noted that the business-critical services could be provided by a different service provider therefore the solution needs to be flexible enough to cater for change depending on the new service providers’ location or ISP. FP&M SETA requires a robust and fault-tolerant internet and private cloud solution that will link all the sites IT infrastructures over a WAN” Wide Area

Network” connections. The solution should be provided, monitored, and maintained by the successful applicant. Service providers must comply with all requirements on the scope of work

The Internet and private cloud solution should make it possible for our organization to achieve the following:

- a) Must allow users at sites to access and share data amongst each other.

- b) Must facilitate server communication between sites.
- c) Must Allow the sites to use legacy video conferencing equipment to communicate with each other over the SDWAN links. The VC equipment is a combination of Aver HVC 330, and Yealink devices with MS Teams Zoom built-in (Setting quality of service is a requirement).
- d) Must provide the sites with monitored access to the internet over the SD-WAN links by means of a firewall hosted and managed by the applicant, since the solution will be using SD-WAN technology we require flexibility and smart routing of traffic between the site and breaking out to the internet.
- e) Firewall must cater for reporting requirements that can drill down to granular levels such as source IP and destination IP, top 10 frequentation visited sites etc.
- f) As part of the firewall comprehensive reporting, the system must produce a near Realtime visual.
- g) Equipment must be new from the manufacturer and must qualify for warranty and swap out in case of a failure for the duration of the contract within 12 to 24 hours from the time equipment is reported faulty.
- h) Solutions must allow the three sites to be able to receive external video conferencing calls from other organizations over the internet (Public IPs Required)
- i) FP&M SETA has a service provider for its current hosted PABX telephone system, however as a failover from the current service provider, The connectivity links (Primary and Secondary) must provision for the three FP&M SETA sites "JHB, DBN and CPT" to make telephone calls between each other should there be a need to redirect traffic.
- j) Must provide a spam filtering and e-mail archiving solution for all mails coming into and going out of our organization's e-mail solution.
- k) FP&M SETA uses Office 365 E5 with 80 user licenses with plans to upgrade to Microsoft 365 E5 with copilot licenses and data protection \ tagging technology, therefore the solution must ensure that connectivity to this platform is stable.
- l) The SD-WAN links should allow for the QOS "quality of service" as will be determined by FP&M SETA.
- m) The solution should have primary fibre links and wireless failover capabilities that will ensure 100 % uptime of connectivity.
- n) FP&M SETA should be able to utilise the failover link for load balancing therefore both links need to be always live (Active \ active).
- o) FP&M SETA wants to provision free WIFI for its guests and clients,
- p) Applicant's internet solution proposal should include a dedicated link for the free WIFI that will be separate from FP&M's business network.
- q) The applicant's solution should ensure that guest \ clients are allocated a limited amount of data to use a day, week or month.
- r) Applicant needs to spec the switches, wireless access points, usage management software and internet breakout routers for the guest Wi-Fi.
- s) Guest WIFI should be provided at all the FP&M SETA offices (JHB, DBN and CPT)
- t) Applicant should provide hosting facilities with dedicated servers forming the private cloud for FP&M SETA. The following servers will be required.
 - Domain Controller (Primary and Secondary) with Active Directory and DNS services

- File Server with 20TB storage capacity. (Mission Critical)
- Learner Management Information System server (Mission critical)
- Supply Management System Server
- e-Qualification portal server (Mission Critical)
- Backup server
- Additional Resources for future servers that can be deployed.

FPM Server Environment

Server Description	Type of server	Operating system	CPU	RAM	Disk(s) size
Dell PowerEdge R540	Host	Windows Server 2019 Standard	Intel® Xenon® Silver 4208 CPU @ 2.10GHz (2 processors)	64.00 GB	26.00 TB
JHBDC01 (Domain Controller)	Virtual Machine	Windows Server 2019 Standard	2 Virtual Processors	4.00 GB	200.00 GB
JHBFS01 (File Server)	Virtual Machine	Windows Server 2019 Standard	4 Virtual Processors	20.00 GB	6099.98 GB
LMIS Server Production Server (1x DB Server & 1x Web Server)	Host	Windows Server 2019 Standard	Intel® Xenon® CPU E5 - 2620 v3 @2.40 GHz (12)	64.00 GB	2TB
LMIS Server Development Server (1x Web Server)	Host	Windows Server 2019 Standard	Intel® Xenon® CPU E5 - 2620 v3 @2.40 GHz (12)	64.00 GB	2TB
SCM Server	Host	Windows Server 2019 Standard	Intel® Xenon® CPU E5 - 2620 v3 @2.40 GHz (6)	32.00 GB	2TB
HP ProLiant DL360 Gen10	Host	Windows Server 2019 Standard	Intel® Xenon® Silver 4114 CPU @2.20 GHz	16.00 GB	3353,09 GB
Backup Server	Virtual Machine	Windows Server 2019 Standard	8 Virtual Processors	6.00 GB	200.00 GB
JHBDC02 (Secondary Domain Controller)	Virtual Machine	Windows Server 2019 Standard	4 Virtual Processors	2.00 GB	
e-Qualification Server (Production)	VPS	Alma Linux 9	16 vCPU Cores	32 GB	2TB
e-Qualification Server (Development)	VPS	Alma Linux 9	8 vCPU Cores	32 GB	2TB

13.1. ISP OBJECTIVES

The purpose of this Request for Proposal (RFP) is to source proposals from potential bidder(s) for the appointment of a service provider to provide ISP Services to the Fiber Processing and Manufacturing Sector education and training authority (“FP&M SETA”) for a period of five (05) years.

13.2. EVALUATION CRITERIA

Evaluation Criteria

All bidders that provide ISP will be evaluated according to the following:

- Pre-Qualification Administration compliance documents **(Phase 1)**
- Mandatory requirement **(Phase 2)**
- Technical Functionality requirement **(Phase 3)**
- PPPFA - Price and Specific Goals **(Phase 4)**
- The overall score must be **80** points to proceed to Price and Specific Goals.

As part of due diligence, FP&M SETA may conduct a site visit or call the client of the Bidder (reference) for validation of the services rendered. The choice of site will be at FP&M SETA’s sole discretion.

Table 1: Documents that must be submitted for Pre-qualification Administrative requirements (Phase 1)

Document that must be submitted	Comply	Do not Comply
Invitation to Bid – SBD 1 Complete and sign the supplied pro forma document		
Tax Status SBD 1 1. Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. 2. Proof of Registration on the Central Supplier Database 3. Vendor Number		
Preference Point Claim Form – SBD 6.1 Non-submission will lead to a zero (0) score (BBBEE Certificate) to be submitted together with the bid document.		
All SBD forms issued in the tender document must be signed and submitted. (Failure to do that will lead to disqualification)		
Registration on Central Supplier Database (CSD) The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit: https://secure.csd.gov.za/submitting your proposal. Visit to obtain your vendor number. Submit proof of registration		
Financial Statement not older than (two) 2 years The submitted statements must be audited		

Non – Compliance with the above administrative requirements may lead to disqualification if the bidder did not submit on the closing date of the tender. Bidder will be requested to submit outstanding documents within 7 working days if not bidder will be disqualified.

Mandatory Evaluation – Phase 2 Bidder’s information will be scored according to the following points system:

No		COMPLY	DOES NOT COMPLY
1. Evidence of Compliance with Data Protection and security Laws	Bidders Approved and signed POPIA policy.		
2. Evidence that the services Provider has the capacity, expertise, and technology to deliver all the requirements under the scope of work	Signed letter from the Bidder stating and confirming that the bidder will and has the capacity, expertise, and technology		
3. Evidence that the service provider has analysed the requirements and designed a possible solution for the client.	Detailed proposed Network Diagram indicating all the required		
4. Evidence that the Internet Solutions Service provider is accredited	• ISPA, ECS & ECNS, • ISO 9001, 2700		

Phase 3 Technical Functionality Requirements

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Only Bidders that have complied with Mandatory requirements. Will be eligible to be evaluated on Functionality.

No	CRITERIA	WEIGHT	Evaluator
1. Capacity to manage and implement projects, and record of previous provision of services.	The applicant's proposal should provide/demonstrate evidence of capacity to manage this type or similar types of projects. (Size and financial implication) evidence should follow the below structure. 1.Previous work done (Five “5” written references) for a letter to be deemed a complaint it should meet the below requirements. a. Letter should not be older than 3 years and should be signed, by a contactable person. b. The project undertaken including the cost and duration. c. As a minimum requirement the letter needs to mention or indicate the company's experience in providing internet solutions, private cloud solutions, firewalls, and mail archiving. For each letter that meets the above requirements points will be allocated • 1 letters = 2 points • 2 letters = 4 points • 3 letters = 6 points • 4 letters = 8 points • 5 letters = 10 points	10	
2. Connectivity Monitoring, Dedicated Support and Maintenance Mechanisms and SD WAN and Private Cloud Solution	• The Applicant must ensure and indicate that there is active monitoring of the connectivity links, meaning that they should have a system in place that will alert the SETA when connectivity is lost, and traffic should be intelligently redirected to the secondary lines. • Dedicated Support personnel and Account Manager • Realtime monitoring of security events and resource usage. • SDWAN technology should be integrated to the solution to allow smart routing of traffic between the sites and to the internet, while also ensuring security and preventing a single point of failure. The service provider should indicate that their solution can cater for this and how it will be implemented. (Apps, Portal for IT Staff to monitor the solution, Text, Email and WhatsApp notifications)	20	

3. Bandwidth speed for uploads and Downloads over the main dedicated links (1:1 Contention ratio) utilizing smart routing and SD-WAN technology	- Applicant must indicate the dedicated amount of bandwidth of the main links at each FP&M SETA office and guarantee the following requirements: - o JHB 200 MB for 60 Users) - o CPT 100 MB for 15 Users) - o DBN 100 MB for 35 Users) - o Link for all Mission Critical systems 1GB NB- the secondary link should be similar to the primary. 1 GB Internet Breakout with dual routes for failover (East Cost and West Coast) JHB Office 100 MB Internet Breakout with dual routes for failover (East Cost and West Coast) DBN office 100 MB Internet Breakout with dual routes for failover (East Cost and West Coast) CPT office	20
4. Private Cloud, Serves, Guest WIFI,	- Applicant's private cloud and Server solutions (Detailing all the required servers with scalability) will be evaluated. - Details on the network diagram of the proposed solution. - Applicants Data datacentre (Data Stored in South Africa in a Tire 3 Data Centre) - Intelligent Provisioning for guest WIFI (Network Segmentation) - Incorporation of Disaster recovery and Data backups in the Private Cloud and Server Solution	20
5. Project implementation time frames	The proposal should indicate the estimated completion time and full implementation of the project in the form of a project plan. Containing Resources, Activities, Tasks, Milestones, deliverables	10
6. Security Management and Controls (Physical and Cyber) and E-mail security	The applicant should demonstrate that they have incorporated comprehensive security Management and control plans for our Internet and Private cloud solution: - E-mail continuity and archiving. - Firewall Security and Management - Data Centre Access Control - NOC service - Managed Security Service - Data Encryption for data being transmitted	20
Threshold		80
TOTAL POINTS		100

PRESENTATION/DEMONSTRATION OF THE SOLUTION EVALUATION

Criterion		Range 5	Range 4	Range 3	Range 2	Range 1	Range 0
1	Capacity to manage and implement projects, and record of previous provision of services. Reference CV's Company experience Project undertaken.	Excellent	Good	Fair	Marginal	Inadequate	No Response
		10	8	6	4	2	0
2	Connectivity Monitoring and Maintenance Mechanisms Utilizing smart routing and SD WAN technology	Excellent	Good	Fair	Marginal	Inadequate	No Response
		20	16	12	8	4	0
3	Bandwidth speed for uploads and Downloads over the main dedicated links (1:1 Contention ratio) Utilizing smart routing and SD WAN technology	Excellent	Good	Fair	Marginal	Inadequate	No Response
		20	16	12	8	4	0
4	Network Diagram	Excellent	Good	Fair	Marginal	Inadequate	No Response
		20	16	12	8	4	0
5	Project implementation time frames	Excellent	Good	Fair	Marginal	Inadequate	No Response
		10	8	6	4	2	0
6	Firewall and E-mail security	Excellent	Good	Fair	Marginal	Inadequate	No Response
		20	16	12	8	4	0

13.3 PRICE AND SPECIFIC GOALS – PHASE 4

80 Points will be allocated to price and 20 Points will be allocated to the specific goals.

Price and Specific Goals in terms of the Preferential Procurement Policy Framework Act Regulations will be allocated as follows:

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

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

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Black people ownership points will be awarded to a Tenderer who has 51% or more black		6		
Black woman ownership points will be awarded to a Tenderer who has 30% or more-woman ownership		5		
Black youth ownership points will be awarded to a Tenderer who has 30% "or" more black youth ownership		5		
Disability Ownership points will be awarded to a Tenderer who has 30% or more disability ownership		4		
Promotion of Local production and delivery by South Africans		0		
The goods supplied should be 100% manufactured or assembled in South Africa South Africa from 100% local materials and any services supplied should 100% utilising South African citizens		0		

Description	Cost Excluding VAT	Cost Including VAT
Once-off Project Implementation cost		
Total Monthly cost of the solution		
Port or device cost once-off or monthly		
SLA cost for guaranteed uptime		
Call out cost (if applicable)		
IT team training cost (if applicable)		
Duration of the quoted contract (this needs to be 24 months, and shall be renewed based on performance)		
Line charge (if applicable)		
Bandwidth allocation price (capped and uncapped)		
42u Rack space with all the necessary connectivity at the applicant's data centre.		
Managed \ hosted firewall		
Mail filtering and archiving solution. Smart host and mail archiving - FP&M SETA has its own mail server however we will require a leading e-mail protection solution with 99% anti-spam with 0.000.1% false positive and bulk mail detection		
The service provider should indicate the price of having premium support services vs normal support services, the difference should be clearly outlined.		
Guest WIFI solution that will be separate from the FP&M SETA's business network.		

9. REPORTING FRAMEWORK AND SCHEDULING

The successful applicant will report to the FP&M SETA **IT Manager** for the agreed timeframes in terms of the delivery schedule for the project.

The Service provider must and shall be required to:

- Provide the IT team with training on the systems to perform basic tasks and read access to the firewall and other important systems.
- Report all connectivity lines to any third-party services provider...e.g. (Telkom, MTN, Vodacom, etc)
- Monitor, maintain and report connectivity issues to ensure maximum uptime.
- Provide professional advice on which connectivity packages are most suitable and cost effective for the organization.
- Ensure that all people working with connectivity issues are well trained and equipped to deal with the network connectivity issues that will be reported /monitored.
- The service provider is required to allocate dedicated personnel or engineers that will deal with our internet solution issues and a dedicated account manager that will handle contract-related matters.
- Provide onsite support if internet solution issues cannot be resolved remotely.
- Conduct regular tests of failover lines and other internet solution equipment.
- Conduct regular site visits and meetings to provide feedback on performance.

1. GENERAL CONDITIONS OF CONTRACT

Any award made to a bidder(s) under this bid is conditional, amongst others, upon –

- a. The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which FP&M SETA is prepared to enter into a contract with the successful Bidder(s).
- b. The bidder submitting the General Conditions of Contract to the FP&M SETA together with its bid, duly signed by an authorized representative of the bidder

2. CONTRACT PRICE ADJUSTMENT

Contract price adjustments will be done annually on the anniversary of the contract start date. The price adjustment will be based on the Consumer Price Index Headline Inflation

STATS SA P0141 (CPI), Table E	Table E - All Items
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3. SERVICE LEVEL AGREEMENT

16.1. Upon award the FP&M SETA and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by the FP&M SETA, in the format of the draft Service Level Indicators included in this tenderpack.

16.2. The FP&M SETA reserves the right to vary the proposed draft Service Level Indicators during negotiations with a bidder by amending or adding thereto.

16.3. Bidder(s) are requested to:

- a. Comment on draft Service Level Indicators and where necessary, make proposals to the indicators.
- b. Explain each comment and/or amendment; and
- c. Use an easily identifiable colour font or “track changes” for all changes and/or amendments to the Service Level Indicators for ease of reference.

16.4. The FP&M SETA reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to the FP&M SETA or pose a risk to the organization.

4. SPECIAL CONDITIONS OF THIS BID

The FP&M SETA reserves the right:

17.1. To award this tender to a bidder that did not score the highest total number of points, only in accordance with section 2(1)(f) of the PPPFA (Act 5 of 2000).

17.2. To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).

17.3. To accept part of a tender rather than the whole tender.

17.4. To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid.

17.5. To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process.

17.6. To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.

17.7. Award to multiple bidders based either on size or geographic considerations.

5. The FP&M SETA REQUIRES BIDDER(S) TO DECLARE

In the Bidder's Technical response, bidder(s) are required to declare the following:

18.1. Confirm that the bidder(s) is to: –

- a. Act honestly, fairly, and with due skill, care, and diligence, in the interests of the FP&M SETA.
- b. Have and effectively employ the resources, procedures and appropriate technological systems for the proper performance of the services.
- c. Act with circumspection and treat the FP&M SETA fairly in a situation of conflicting interests.
- d. Comply with all applicable statutory or common law requirements applicable

- e. to the conduct of business.
- e. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with the FP&M SETA.
- f. Avoidance of fraudulent and misleading advertising, canvassing and marketing.
- g. To conduct their business activities with transparency and consistently. uphold the interests and needs of the FP&M SETA as a client before any other consideration; and
- h. To ensure that any information acquired by the bidder(s) from the FP&M SETA will not be used or disclosed unless the written consent of the client has been obtained to do so.

6. CONFLICT OF INTEREST, CORRUPTION AND FRAUD

19.1. The FP&M SETA reserves its right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares listed on any recognized stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognized stock exchange), directors or members of senior management, whether in respect of FP&M SETA or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")

- a. engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
- b. seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- c. makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of the FP&M SETA's officers, directors, employees, advisors or other representatives;
- d. makes or offers any gift, gratuity, anything of any value or other Inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;

- e. accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity;
- f. pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
- g. has in the past engaged in any matter referred to above; or
- h. has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

7. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

20.1. The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that the FP&M SETA relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.

20.2. It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by the FP&M SETA against the bidder notwithstanding the conclusion of the Service Level Agreement between the FP&M SETA and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

8. PREPARATION COSTS

The Bidder will bear all its costs in preparing, submitting, and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing the FP&M SETA, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

9. INDEMNITY

If a bidder break FP&M SETAs the conditions of this bid and, as a result of that breach, the FP&M SETA incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights

or confidentiality obligations), then the bidder indemnifies and holds the FP&M SETA harmless from any and all such costs which the FP&M SETA may incur and for any damages or losses the FP&M SETA may suffer.

10. PRECEDENCE

This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

11. LIMITATION OF LIABILITY

A bidder participates in this bid process entirely at its own risk and cost. The FP&M SETA shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered because of the Bidder's participation in this Bid process.

12. TAX COMPLIANCE

No tender shall be awarded to a bidder who is not tax compliant. The FP&M SETA reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to The FP&M SETA, or whose verification against the Central Supplier Database (CSD) proves non-compliant. FP&M SETA further reserves the right to cancel a contract with a successful bidder if such bidder does not remain tax compliant for the full term of the contract.

13. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. The FP&M SETA reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been blacklisted with National Treasury by another government institution.

14. GOVERNING LAW

South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

15. RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL

A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid. In the event that The FP&M SETA allows a bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the bidder and the FP&M SETA will not under any circumstances be liable for any losses or damages incurred by or caused by such sub- contractors.

16. CONFIDENTIALITY

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with the FP&M SETA's examination and evaluation of a Tender.

No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by the FP&M SETA remain proprietary to the FP&M SETA and must be promptly returned to the FP&M SETA upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

Throughout this bid process and thereafter, bidder(s) must secure the FP&M SETA's written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

17. THE FP&M SETA PROPRIETARY INFORMATION

Bidder will on their bid cover letter make declaration that they did not have access to any the FP&M SETA proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidder(s).

18. AVAILABILITY OF FUNDS

Should funds no longer be available to pay for the execution of the responsibilities of this bid (**RFP: JHB-FPMS-01-24-25**), the FP&M SETA may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the performance of the services and minimize further expenditure: Provided that the successful bidder shall thereupon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.