

RFI DHA03-2022

SBD 1

PART A INVITATION TO RESPOND TO RFI

YOU ARE HEREBY INVITED TO RESPOND TO THE REQUIREMENTS OF THE DEPARTMENT OF HOME AFFAIRS					
RFI NUMBER:	RFI DHA03-2022	CLOSING DATE:	16 SEPTEMBER 2022	CLOSING TIME:	11:00
DESCRIPTION	REQUEST FOR INFORMATION (RFI) FOR A SUPPLIER THAT CAN PROVIDE PROACTIVE MONITORING OF IT SYSTEMS AND INFRASTRUCTURE				
RFI RESPONSE DOCUMENTS MUST BE DEPOSITED IN THE TENDER BOX SITUATED AT (<i>STREET ADDRESS</i>)					
Department of Home Affairs,					
230 Johannes Ramokhoase Street,					
Cnr. Thabo Sehume and Johannes Ramokhoase Streets					
Hallmark Building, Pretoria					
PROCUREMENT PROCEDURE ENQUIRIES MUST BE DIRECTED TO			TECHNICAL ENQUIRIES MUST BE DIRECTED TO:		
CONTACT PERSON	Lettie Makhudu/ Lunga Njwabule		CONTACT PERSON	N Mabaso / N Nengovhela	
TELEPHONE NUMBER	(012) 406 2750 / (012) 406 4027		TELEPHONE NUMBER	(012) 406 4090 / (012) 406 4980	
E-MAIL ADDRESS	lettiemakhudu@dha.gov.za Lunga.njwabule@dha.gov.za		E-MAIL ADDRESS	Nhlanhla.Mabaso@dha.gov.za / Nthumeni.Nengovhela@dha.gov.za	
SUPPLIER INFORMATION					
NAME OF RESPONDENT					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		

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PART B TERMS AND CONDITIONS FOR RFIDING

1. RFI SUBMISSION:

1.1. RFIS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE RFIS WILL NOT BE ACCEPTED FOR CONSIDERATION.
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NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE RFI INVALID.

SIGNATURE OF SERVICE PROVIDER:

CAPACITY UNDER WHICH THIS RFI IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

DATE:

I INSTRUCTIONS TO RESPONDENTS

A THE RFI DOCUMENTS

Rules for Responding

- 1.1. The Department is not bound to accept any of the proposals submitted and reserves the right to call for presentations from short-listed Service providers before final selection.
- 1.2. Foreign firms providing proposals must become familiar with local conditions and laws and take them into account in preparing their proposals.
- 1.3. Firms may ask for clarification on these RFI documents or any part thereof up to close of business 1 week before the deadline for the submission of the RFIs.
- 1.4. The Department reserves the right to return late submission unopened.

Conditions of the RFI

- 1.5. The General Conditions of contract, may apply
- 1.6. All information, documents, programmes and reports must be regarded as confidential and may not be made available to any unauthorised person or institution without the written consent of the Department.
- 1.7. The service provider is entitled to general knowledge acquired in the execution of this agreement and may use it, provided that it shall not be to the detriment of the Department.

Cost of Responding

- 1.8. The Respondent shall bear all costs associated with the preparation and submission of its RFI response and the Department, will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the RFI process.

Content of RFI Documents

- 1.9. The services required, procurement procedures and contract terms are prescribed in the RFI documents, which include:
 - i. Instruction to RFI Respondents;
 - ii. Technical RFI;
- 1.10. The Respondent is expected to examine all instructions, forms, terms and specifications in the RFI documents. Failure to furnish all information required by the RFI documents or submission of a not responsive to the RFI documents in every respect will be at the Respondent's risk and may result in rejection of the RFI.

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Clarification of RFI Documents

- 1.11. The Department will respond in email to any request for clarification of the RFI documents which it receives no later than 1 week prior to the deadline for submission of prescribed by the Department.

Amendment of RFI Documents

- 1.12. At any time prior to the deadline for submission of RFIs, the Department may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective RFI respondent, modify the RFI document by amendment.
- 1.13. All prospective RFI Respondents who have received the RFI document will be notified of the amendment in writing or by fax, and same will be binding on them.
- 1.14. In order to allow prospective RFI Respondents reasonable time in which to take the amendment into account in preparing their RFI responses, the Department, at their discretion, may extend the deadline for the submission of RFIs.

B. PREPARATION OF RFIS

Language of RFI Response

- 1.1. The prepared by the RFI Respondent, as well as all correspondence and documents relating to the RFI Response exchanged by the RFI Respondents and the Department shall be written in English.

Documents Constituting the RFI Response

- 1.2. The prepared by the Respondent shall comprise the following components:
 1. **Technical** RFI Response
 2. **Financial RFI, comprising:**
 - i. Not applicable

Closing Date of RFIs

- 1.3. RFI Responses must be received by the Department at the address specified under clause 1.13 above. In the event of the specified date for the submission of RFI Responses being declared a holiday for the Department, the RFI Responses will be received up to the appointed time on the next working day.
- 1.4. The Department may, at its discretion, extend this deadline for submission of RFI responses by amending the RFI documents in which case all rights and obligations of the Department and RFI Respondents previously subject to the deadline will thereafter be subject to the deadline as extended.

Late RFIs

- 1.5. Any received by the Department after the deadline for submission of prescribed by the Department, will be rejected and/or returned unopened to the service provider.

Modification and Withdrawal of RFIs

- 1.6. A Service provider, may modify or withdraw, its response after the RFI's submission, provided that written notice of the modification or withdrawal is received by the Department prior to the deadline prescribed for submission of responses.
- 1.7. The Service provider's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of clause 6. A withdrawal notice may also be sent by fax, followed by a signed confirmation copy, post marked not later than the deadline for submission of RFIs.
- 1.8. No may be modified subsequent to the deadline for submission of RFIs.
- 1.9. No may be withdrawn in the interval between the deadline for submission of and the expiration of period of validity specified by the on the Invitation to form.

C. EVALUATION OF RFIS

Clarification of RFI Responses

- 1.1. During evaluation of RFIs, the Department may, at its discretion, ask for a clarification of its RFI. The request for clarification and the response shall be in writing.



home affairs

Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE

RFI DHA03-2022

**REQUEST FOR INFORMATION (RFI) FOR A SUPPLIER THAT CAN PROVIDE PROACTIVE MONITORING OF IT
SYSTEMS AND INFRASTRUCTURE**

CLOSING DATE AND TIME OF RFI:

16 SEPTEMBER 2022 at 11h00

RFI VALIDITY PERIOD: 90 DAYS

**Department of Home Affairs
Supply Chain Management**

I. REQUEST FOR INFORMATION (RFI) FOR A SUPPLIER THAT CAN PROVIDE PROACTIVE MONITORING OF IT SYSTEMS AND INFRASTRUCTURE

1. INTRODUCTION

- (a) This Request for Information (RFI) represents the requirements of the Department of Home Affairs for a supplier that can provide applications, databases, information technology infrastructure and security monitoring services.
- (b) This will include provision of a proactive monitoring service, incident and problem management service for core business systems.
- (c) The purpose of the RFI is to test the market and not to prequalify suppliers. The information from the open market will be used to determine the next procurement process that will be followed by the Department.
- (d) Service Providers are required to attach the CSD Report.
- (e) Closing date for the request for information will be 16 September 2022.
- (f) Delivery of the information must be made by email the sender.
- (g) Technical questions to Ms Nthumeni Nengovhela – 0765101460 or Nhlanhla Mabaso - 0723196455
- (h) SCM questions to Mr L Njwabule – 012 406 4027

2. SCOPE

The Department of Home Affairs has embarked on a systems modernisation programme which has rolled out various systems for its core business. The systems downtime challenges that are experienced by DHA require an active monitoring mechanism for all the systems and infrastructure from end to end to enable support of secured services.

2.1 Due to challenges currently experienced which lead to time delays in system repairs, restoration of services and on time communication to users the following is required:

- Integrative monitoring systems capabilities for applications and infrastructure that are currently in production.
- Pro-active monitoring system for DHA IT infrastructure and Security, as the Department is fully dependent on SITA NOC information and services.
- Minimum Human resource allocation required for Enterprise Operations Centre (EOC) for areas such as; applications, network, infrastructure and security.
- Recommendation pertaining the use of EOC solution that are Cloud or on Premise platforms.
- Recommended approach or methodology to implement EOC.
- Estimated costs to implement EOC and possible maintenance, if need be.
- Establishment methods of a non-fragmented capability approach regarding end to end support of systems.
- Report capabilities (Capacity reports, System Availability Report etc)

The scope of the request for information is described fully in paragraph 3 below:

	COMPLY			QUANTITY
	YES	NO	REMARKS	
<p>3. SERVICE REQUIREMENTS</p> <p>The request for information is for the following product/ services and technical response to include items below:</p> <p>IT Operation Centre software/s and services, Network Operations Centre software/s and services and Security operations centre software/s and services</p>				
<p>3.1 Confirmation of the product/s with all technical specification and certifications.</p> <p>3.2 Confirmation of minimum hardware specifications required.</p> <p>3.3 Confirmation of the technical resources expertise required.</p> <p>3.4 Indication of any innovative ideas in this or related areas.</p>				

4. Please ensure that the following documents are attached, signed and completed:

- a. Request for information form.
- b. Product and service information booklet.
- c. Letter/s of confirmations as indicated above.
- d. CSD registration report
- e. A hard copy RFI response and an electronic version (memory stick or CD)

I/we, the undersigned, declare that the information furnished is true and correct and warrants that he/she is duly authorised to sign on behalf of the company.

NAME AND CAPACITY: _____

SIGNATURE OF SUPPLIER/ SERVICE PROVIDER **DATE**

NAME OF COMPANY: _____