

APPENDIX C



RESPONSE SHEET

IT SERVICES TENDER APPENDIX C

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1. GENERAL

- The IT services bid for the City of Mbombela (COM) is for the management of all IT services. Detailed information about the bid can be found in APPENDIX A.
- The successful bidder shall be awarded the IT services contract for a period of 36 months.
- Bidders can schedule a one-on-one session for on-site visits, clarity and to obtain more information about the bid.

2. ADDITIONAL SPECIAL CONDITION OF CONTRACT

- Attach copies of certified certification and qualifications for all the positions specified under 10.2
- Alterations, amendments and any other notes contrary or deviating from the specifications of this bid shall render the bid non-responsive.
- Any fraudulent information provided about the resources, their certifications, company's misinformation may be reported to relevant authorities including SAPS, if applicable, for appropriate action on both the resources and the company for misleading the Municipality.
- Fill in all pricing information for TABLES A,C,D,E and F failure to do so will render the bid non-responsive.
- Provide at least three appointment letters and reference letters (on the client's letter head) for similar contracts as required in 10.3
- All resources provided on this bid must have a **valid driver's license** with the exception of Helpdesk Assistant
- Specified resources must be provided with overtime and standby (24x7) i.e., Server/Network section, and Desktop section.
- Onsite resources and the company's head office resources will be obligated to support and manage the implementation and operationalization of all existing systems, any new systems and projects during the contract period.
- Annual increase shall be in line with the Consumer Price Index
- Duties for resources who resigned or are on leave without a replacement must be shared amongst resources who are on site and head office at no additional costs to the municipality.

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- Resources must log a call and attend to any IT requests that are given verbally by the Senior Manager IT or his authorized representative immediately.
- Additional resources can be procured under the contract as and when necessary, at the same rate for similar related services.
- Any resource sick, on leave or absent must be replaced with an equally or more competent and qualified resource before 09:00 am at no additional cost.
- Resources who fail to perform their duties as expected must be replaced with qualified and experienced resources.
- Any resource that acts negligent or breaches municipal policies which will result in loss of municipal data/IT hardware shall be charged according to the successful bidder's disciplinary procedure. Depending on the severity of the case, the municipality may open a criminal case against the successful bidder or/and request immediate removal of the resource from the site.
- The successful bidder will not be paid for any resources who are absent, on leave or sick if the resources are not replaced with equally qualified and experienced resources.
- The contents of this bid document shall take precedence over any contracts signed with the successful bidder.
- The successful bidder shall perform its obligations in a manner that complies with industry standards as well as any rules, policies and regulations as required by the City of Mbombela.
- The successful bidder shall be solely responsible for any fines and penalties imposed by City of Mbombela resulting from the successful bidder's failure to comply with the bid service levels.
- The successful bidder shall provide the resources specified on the bid. City of Mbombela will provide working space, laptops, office telephone and printing resources to conduct their work.
- The working tools provided by the City of Mbombela remains the property of City of Mbombela and must be returned or left within the municipality when the contract comes to an end or when a resource leave. Deductions will be made from the next invoice where IT equipment is not returned when a resource is terminated or suspended etc. or when requested to return and does not return the equipment.
- The successful bidder shall not intentionally withhold information or be guilty of any misinformation relating to the City of Mbombela IT systems/services.

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- Where figures are referred to in numbers and in words, if there is any conflict between the two, the words shall prevail.
- Any notice required to be given by either Party to the other Party in terms of this bid shall be in writing.
- Working hours will be from 07:30 to 16:00 with 30 minutes lunch from 13:30 to 14:00 Monday to Friday. The working hours are linked to City of Mbombela's working hours and shall change if City of Mbombela changes its working hours.
- Personnel must be available during lunch time.
- Where necessary resources may be required to work outside working hours including weekends.
- The successful bidder shall provide City of Mbombela with all its timesheets (each resource to provide a timesheet) on a weekly basis on Monday 09:00 am for all services rendered (logged calls, admin work, meetings) in the prior week.
- All personnel must provide weekly timesheets checked and approved by their respective supervisors. Invoices can only be submitted once all timesheets are signed by Senior Manager IT or his authorized representative.
- The successful bidder must assist with the budgeting requirements to manage an efficient and effective IT environment.
- The City of Mbombela shall at all times have access to all information related to the operational and strategic management of IT systems and services including information pertaining all activities and processes rendered under this bid from the bidder.
- End of life IT equipment and services must be monitored daily/weekly and monthly and be reported 12months before expiry to assist the IT management with budgeting and replacement. Failure to do so, can lead to penalties against the successful bidder.
- Where any resource is required to render Services after business hours, or on weekends or public holidays, such overtime shall only be worked upon the prior approval from the Senior Manager IT or his authorized representative.
- The resource must work overtime when required, failing which, relevant action will be taken including the request to replace the resource by the Municipality.
- A monthly checklist for all activities on this bid must be signed off by the IT manger and Senior Manager IT before an invoice can be generated and approved.

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- All services must be performed with promptness and diligence and executed in a professional manner, in terms of the practices and professional standards used in well-managed IT environment.
- The successful bidder shall maintain the Hardware and Software in terms of the business needs including:
 - o maintaining Hardware in good operating condition, subject to normal wear and tear;
 - o undertaking repairs and preventative maintenance on Hardware in terms of the latest standards and other requirements in this bid and other international standards and best practices.
 - o Implementing current software updates and patches at all times to mitigate the risk of viruses and malware attacks.
 - o Installation and management of new and old hardware, and software.
 - o Development and maintenance of software applications.
 - o Installation and management of hardware such as wireless radios, CCTV, printers, biometric devices, switches, routers, firewalls, servers, desktops, laptops, tablets, IP phones, cell phones, and any other IT devices, systems and services for COM.
- The successful bidder, if necessary, may utilize subcontractors in the performance of the Services, however the successful bidder remains fully responsible for the performance of the Services in accordance with this bid.
- The successful bidder shall be liable for the acts and omissions of its subcontractors as if such acts and omissions were those of the successful bidder itself.
- The successful bidder undertakes to ensure that subcontractor's human resources submit and comply with mandatory vetting procedures and controls as required by industry standards and by the City of Mbombela. All resources on site will be regarded as the successful bidder's employees and shall execute duties in line with the contract signed by the successful bidder. The successful bidder is required to sign a back-to-back contract with any subcontractors that will work at COM before they have the resources on site.
- The successful bidder must ensure that its subcontractors comply with all the legislations of the Republic of South Africa.

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- Existence of a dispute shall not afford any Party the right to terminate or reduce the extent of any activities in respect of this bid, which are not materially affected by the dispute.
- In the event that human resources are formally recruited, employed, or contracted, from the successful bidder to City of Mbombela or vice versa, there shall be no compensation whatsoever to any Party.
- Upon termination of this Agreement, the successful bidder shall:
 - o immediately discontinue the Services on the date and to the extent specified in the notice;
 - o return to the City of Mbombela all materials and property furnished or provided by the City to the successful bidder;
 - o co-operate with the City of Mbombela in the transfer of information and disposition of Services in progress so as to mitigate damages;
 - o comply with other reasonable requests from the City regarding the terminated Services; and
 - o continue to perform in accordance with all the terms and conditions of this bid such portion of the Services that is not terminated (if applicable).
 - o transition to a new service provider at the cost to be specified in this bid.
- All data handled by the successful bidder on behalf of the City of Mbombela shall remain confidential and intellectual property of the City of Mbombela and may not be distributed without authorization from City of Mbombela.
- The successful bidder shall take all necessary steps to protect the City of Mbombela's IT systems and services from unauthorized access, ransomware attacks, loss, and unauthorized data manipulation.
- The successful bidder shall implement all necessary measures to identify and mitigate all risks on the City of Mbombela's IT systems and services. Such measures should be verified and updated regularly to ensure upkeeping with new risks. Proof of such measures should be recorded and safely kept, and provided to the City of Mbombela on request.
- The successful bidder must immediately notify the Senior Manager IT of any identified risks the City of Mbombela IT Systems and services.

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- Any logged or reported calls that cannot be completed due to the user being on leave or unavailable must be put on “STOP THE CALL” and must be approved by the Senior Manager IT or his authorized representative. Failure to do this, will automatically lead to penalties.
- The successful bidder must manage the physical infrastructure of the IT office and especially the data center 24x7 with all its environmental controls and physical security, both during work hours, after hours and weekends, and report and coordinate any issues related to maintenance with the relevant sections or third party and resolve them timeously and without any disruptions to service.
- The successful bidder shall lock up the IT offices and open them as and when necessary and maintain logs of such.
- Where there is discrepancy between two amounts on a penalty, the higher amount shall apply.
- The successful bidder must attend to all IT systems and services including communication data lines and other systems throughout its lifecycle by logging calls and following up and resolving them timeously with third parties or other stake holders where applicable.
- The successful bidder must ensure adequate change management throughout the lifecycle of all IT activities.
- The successful bidder shall be responsible for training, certification, or upskilling its resources at no cost to the City.
- The successful bidder must implement relevant dashboards to monitor and manage the systems and services with appropriate triggers to alert and resolve issues proactively.
- Each resource should compile all design drawings, schematic layouts, SOP's and other documents relevant for their section and other documentations as requested by the Senior Manager or the IT manager.

3. CITY OF MBOMBELA'S RESPONSIBILITIES

- To report any faults or problems with any IT systems and services to the IT Service Help Desk, as soon as possible.
- To notify successful bidder immediately of any concerns regarding service delivery.
- Provide service desk system.

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- Provide all IT policies, standards, regulatory framework and architectural technology requirements to the successful bidder and ensure that these are adhered to. This does not exclude the successful bidder from making necessary amendments in consultation with the Senior Manager IT to keep abreast with changes in Technology and environment.

4. SERVICE LEVELS

4.1 SERVICE DESK

This section describes the Service Desk service level requirements for the IT services rendered to users. The Service Desk is used as a central repository and tracking mechanism for all application, system, infrastructure and user requests.

No	Service	Description	Service Level	Measurement
1	Incident logging and identification	All applications, system, infrastructure and user incidents will be logged with the Service Desk. The Service Desk will assist the reporting user with the identification and classification of the incident using the defined severity categories.	Reported incidents will be recorded on the Service Desk system at the time the incident is reported.	Measured by the Service Desk system using the system timestamps for recording capture times.
2	Hours of operation	The Service Desk will be in operation during the hours and times defined.	The Service Desk will be in operation from 07:30 until 16:00 during workdays. After hours calls must be routed to the standby resource.	Measured as the time during which the Service Desk was operating.
3	Measurements	The Service Desk will log, track and keep detailed information on each incident that is reported to the Service Desk.	100% of the following required information will be recorded for each reported incident: <ul style="list-style-type: none"> • Unique tracking number • The time the incident was reported 	Measured as a percentage of reported service requests that contain the required information.

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No	Service	Description	Service Level	Measurement
			<ul style="list-style-type: none"> • The name of the user reporting the incident • The functional area affected by the incident • The severity of the incident • The resource assigned to the resolution of the incident • The resolution of the incident • The time the service request was responded to • The time the service request was closed 	
4	Reporting	Periodic reporting on the Service Desk and incident resolution statistics for distribution at the daily, weekly, and monthly review meeting.	Report containing the following minimum statistics: <ul style="list-style-type: none"> • Number of service requests reported. • Number of service requests resolved. • Open service request analysis • Any other requests as required by the Senior Manager/Manager IT 	Report is tabled and reviewed at the daily, weekly, and monthly review meeting
5	Response time	Response time is defined as the time which the assigned technician takes to contact the user who logged a service request. The user is contacted to confirm the allocation of the service request and to begin the process of implementing a resolution.	100% of reported service requests will be responded to within the response time allowed by the assigned severity level	Measured by the Service Desk using the system timestamps for recording response times

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4.2 DESKTOP SUPPORT SERVICES

The desktop support services section supports and maintains the desktop hardware and office automation software platforms.

No	Service	Description	Service Level	Measurement
1	Hardware support.	Installation, commission, troubleshooting and repair of user reported incidents with desktop hardware and peripherals.	100% of reported incidents will be responded to within the response time allowed by the assigned severity level.	Measured as a percentage of the service requests attended to within the response time allowed by the assigned severity level.
2	Software support.	Installation, commission, user support for all software.	100% of reported incidents will be responded to within the response time allowed by the assigned severity level.	Measured as a percentage of the service requests attended to within the response time allowed by the assigned severity level.

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4.3 BACK-OFFICE SUPPORT

This section defines the service level requirements for the back office, infrastructure and networking support services rendered to all users of the IT infrastructure. All services and support are centralized, unless specified otherwise.

No	Service	Description	Service Level	Measurement
1	Server Hardware Administration	Hardware support, preventative maintenance and storage management.	99% availability of the Server hardware.	Measured as a percentage of the availability of the Server hardware infrastructure during normal operating hours over a calendar month period.
2	Server administration	Server user administration.	100% of approved service requests logged with the Service Desk for server user administration will be carried out as per the service level agreements	Measured by the Service Desk using the system timestamps for recording capture and completed times
3	User administration	Managing user accounts and access to facilities, data, Internet, Intranet and RAS.	100% of approved requests for user maintenance will be carried out as per the service level agreements.	Measured by the Service Desk using the system timestamps for recording capture and completed times
4	System backup and restores	System backups and restores of server data.	100% of scheduled backups and restores will be completed successfully.	Measured as a percentage of the scheduled backups that are completed successfully.
5	Antivirus and malware protection	Management of desktop and server antivirus and malware software.	100% of available virus and malware signature files will be applied as and when they are released.	Measured as a percentage of the virus and malware signature files that are updated daily over a calendar month period.
6	Network management	Ongoing monitoring, configuration, commission, repairs and maintenance on switches, media converters, wireless	100% network uptime on network links during normal operating hours.	Measured as a percentage of the availability of the network backbone links during normal operating hours

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No	Service	Description	Service Level	Measurement
		radios and routers to maintain system uptime.		over a calendar month period.
7	Network support	Assist COM with the design and procurement of new network infrastructure such as network points, switches, routers, wireless access points, fibre converters, etc. Procurement is based on user requirements and subject to COM IT Management approval	100% of approved requests for network support will be carried out within the as per the service levels.	Measured as a percentage of the approved requests for network support completed successfully within the as per the service level agreements.
9	UPS, fire suppression system and Air-conditioning infrastructure	Functional check of the operability of the UPS, fire suppression system and air-conditioning in the Nelspruit Civic Centre computer room.	100% of incidents will be reported to the relevant department within 30 minutes of discovery.	Measured as a percentage of the service requests reported to the relevant department within 30 minutes of discovery.
10	Network Administration	Troubleshooting, maintenance and support of LAN and wireless WAN infrastructure. When it is required to expand the network, the successful bidder must implement new high sites based on this bid's high site pricing.	99% network uptime on network links during normal operating hours.	Measured as a percentage of the service requests attended to within the response time allowed by the assigned severity level.
11	IT Security	Setting and maintaining IT Security.	100% of compliance to identified IT security issues and standard practice	Measured as a percentage of the implementation of identified and necessary IT security requirements

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4.4 APPLICATIONS

This section describes the service level requirements for all applications, third party products and the associated services.

No	Service	Description	Service Level	Measurement
1	Maintenance & Support	Ongoing maintenance and housekeeping on all systems and first line support on third party products.	100% availability of the system.	Measured as a percentage of the availability of the system.
2	Third party product support	Ongoing first line support on third party products and reporting of incidents to the respective suppliers.	All incidents reported to the relevant suppliers as per the severity level allocated to the Service Desk requests.	Measured as a percentage of the service requests reported to the relevant supplier within the response time allowed by the assigned severity level
3	Website, Intranet and Applications development, implementation and maintenance	Ongoing development and maintenance of website, intranet and in-house applications	All development requests as per the severity level allocated to the Service Desk request.	Measured as the percentage of the development and implantation of requested website, intranet and applications

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5. SEVERITY CODES

It is very important to allocate a grade or severity to service request. These will be used to determine “how important it is to fix the problem”. This will also be determined by the impact and effect the service request has on the business environment. Resolution time shall be immediate when instructed by the Senior Manager IT or his authorized representative and none compliance may lead to penalties.

The following severity codes will be used:

- 1 - Critical
- 2 - Urgent
- 3 - Standard
- 4 - Ad Hoc

Severity Level	Description	Response Time, office hours	Response Time, outside office hours	Resolution Target, in compliance with the stated assumptions
Critical 1	An incident causing an extremely serious impact to the business as a result of the system(s) / service(s) affecting and/or the number of people affected by the incident. E.g., A complete loss of the systems or service or the impacted business function is halted completely.	5 minutes	15 minutes	A maximum of 2 hours. Penalties will apply after the maximum hours are exceeded. Any extension required must be motivated and approved by the Senior Manager IT/authorized representative.

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<p>Urgent</p> <p>2</p>	<p>An incident causing significant impact to the business as a result of the system(s) / service(s) affecting power users (includes executive /senior management, councilors, cashiers and prepaid users) who are affected by the incident e.g., significant loss of system or service although interim restoration is not possible or not acceptable. Critical information e.g.; AG and management reporting information and other information as required by the Senior Manager IT/authorized representative</p>	<p>10 minutes</p>	<p>20 minutes</p>	<p>Maximum of 3 hours. Penalties will apply after the maximum hours are exceeded. Any extension required must be motivated and approved by the Senior Manager IT/authorized representative.</p>
<p>Standard</p> <p>3</p>	<p>An incident which affects the system or service but has a small impact to the business e.g., normal/general user/s or component affected but the problem can be circumvented</p>	<p>15 minutes</p>	<p>1 hour</p>	<p>Maximum of 4 hours. Penalties will apply after the maximum hours are exceeded. Any extension required must be motivated and approved by the Senior Manager IT or Authorized representative.</p>
<p>Ad-hoc Services</p> <p>4</p>	<p>Ad-hoc requests for general assistance and support and enquiries for information purposes</p>	<p>30 minutes</p>	<p>2 hours</p>	<p>A maximum of 5 hours or as advised by the Senior Manager IT/authorized representative.</p>

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6. PENALTIES

- Penalties can only be waived if motivated and approved by the Senior Manager IT/authorized representative.
- Penalties will be deducted on the monthly invoice due for each month where penalties are applicable before payments are made.

Description	Penalty
Failure to provide required light duty vehicle.	R 1 000 per day where vehicle is not available.
Failure to provide a replacement resource by 09:00 for any resource who is either sick, on leave or absent for any reason.	No payment for the absent resource.
Failure to submit timesheets for services provided on the prior week on Monday 09:00	R 100 per timesheet not submitted.
Non-compliance to minimum qualification requirements for more than 3 months	15 % per month of the total monthly cost for the particular resource. The penalty shall be implemented from the fourth month until the resource provides proof that the minimum qualification requirements are met.
Failure to provide a qualified and experienced resource for a vacant position as per the bid requirements.	10 % per month of the total monthly cost of the vacant position which the municipality requested to be filled. The penalty shall be implemented from the fourth month until the vacant position is filled.
Failure to successfully complete all daily backups to disk and tape and rectify all errors related to all daily backups.	R 2 000 for the particular day where one or more disk/tape daily backups failed and were not immediately rectified. Penalty will apply per day per incident not rectified by the end of business day.
Failure to successfully complete all weekly backups to disk and tape and rectify all errors related to all weekly backups.	R 4 000 for the particular week where one or more weekly disk/tape backups failed and were not rectified by the end of the week.
Failure to successfully complete all monthly backups to disk and tape and rectify all errors related to all monthly backups.	R 5 000 for the particular month where one or more monthly disk/tape backups failed and were not rectified.
Failure to report the need for extra storage space at 75% utilization	R 5 000 per incident reported after 75% storage utilization.
Failure to apply critical software updates and patches as and when they become available	R 1 500 per patch or software update not applied per user/device per week on all the outstanding updates.
Failure to update all workstation and servers with the latest Windows OS build within 3 months.	R 250 per workstation or server per week that is not updated. It is solely the successful bidder's responsibility to timeously check and immediately update all City of Mbombela 's IT systems.
Failure to immediately address any AG, issue, PEN test or identified IT vulnerabilities or system vulnerabilities after its identification.	R 1 000 per issue that is not addressed. Penalty to be implemented monthly until the issuer/vulnerability is addressed.
Failure to test backups, and produce test	R 1 000 per failed test restore and test

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restore certificates per system as identified by the Senior Manager/authorized representative.	certificate.
Failure to close incident calls when completed and clearly stating resolution on the call logging system.	R100 per call not closed same day after completion.
Closing a call on the system without resolving the reported issue.	R500 per call closed without implementing required resolution.
Failure to attend to an IT related issue reported directly by internal IT management (Senior Manager or Manager IT)	R500 for issue not attended to and logged properly in the helpdesk system.
Failure to attend to a call within the same day.	R200 per call not attended the same day, penalty shall be enforced on the same working day where the call is still opened and not attended.
Certificates, warranties, licenses, end of life IT equipment and services leading to disruption of services	R1000 penalty for any certificate, warranty, license, etc. reported 5 months before the expiry date. All warranties, certificates, licenses, etc. should be reported 6 months before the expiry date.
Suspension of services	10 % of total invoice for the month where services got suspended for a period of one day or more.
Failure to terminate users on IT systems immediately after receiving a termination form.	R 1 000 per user not terminated on the day where the termination form was submitted to IT.
Continuous late coming or leaving early without properly informing supervisor and getting consent from the Senior Manager IT/authorized representative.	R500 per incident after warning of continuous late coming or leaving site early.
Working overtime without authorization from the Senior Manager IT/authorized representative.	Overtime will not be paid.

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7. REQUIRED RESOURCES

- The resources below will be billed monthly, human resources shall be stationed at COM civic center and will work from 07:30 to 16:00 Monday to Friday. The Desktop, Applications, Network, and Server resource will be expected to work overtime as and when necessary. The Network, Server, and Desktop resources will be expected to be on standby on a rotation basis. All technical personnel must be provided with 2 GB of data and R300 airtime monthly for remote support these costs shall be included into the total monthly cost of the personnel.

No.	Title/Post
1	IT Operations Manager
2	Cloud Specialist
3	IT Governance Officer
4	Senior Software Specialist
5	IT Server Specialist
6	IT Network Specialist
7	IT Desktop Technician Supervisor
8	IT Desktop Technician
9	IT Asset Officer
10	IT Helpdesk Assistant
11	Vehicles (LDV 1.6L or more/ Road worthy/ insured – must meet site needs based on your site visit)
12	Monthly Wireless WAN network support (new installations, maintenance, cherry picker and support excluding hardware) (Check Appendix B network diagram for overview)
13	High site rental per site (includes electricity, UPS, batteries, solar panels, electrical wiring, high masts, etc. – NUMBER OF SITES MAY BE ADDED OR REMOVED AS AND WHEN REQUIRED)

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8. ADDITIONAL SERVICES

Description
<p>Data centre/Server room- humidity/temperature control, fire suppression system (maintenance and support as per industry standards) * will be performed using the unit cost per quarter/as and when required. To be invoiced after maintenance is done.</p> <p>Minimum requirements are:</p> <ul style="list-style-type: none"> • Fire suppression system complete service • Water, temperature and humidity control system and sensors • SMS communicator and TM4 management device • Camera device with sensor • Biometric access control <p>IT IS IMPORTANT FOR THE SERVICE PROVIDER TO DO AN ONSITE ASSESSMENT OF THE REQUIREMENTS. <i>(Proof of company certification must be submitted each time the server room maintenance is performed, as the function can be subcontracted)</i></p>
<p>PEN testing and resolution of findings – ISO 27001 and 9001 certified company. At least 5+ years conducting PEN tests.</p> <p>Industry relevant certifications such as CISSP, CECH, CREST, OSCP, OSCE, OSWE, OSWP, OSEE, OSEP, etc.)</p> <p>Shall be performed annually or as and when required using the unit cost.</p> <p>Scope:</p> <ul style="list-style-type: none"> - 5 days external network - 10 days internal network <p>To be invoiced after testing and implementation of resolutions. <i>(Proof of company certification must be submitted each time a PEN test is performed, as the function can be subcontracted)</i></p>
<p>Vulnerability scanning and resolution of findings – ISO27001 and related IT standards * will be performed quarterly using the unit cost/ as and when required. To be invoiced after scanning and resolutions are implemented. <i>(Proof of company certification must be submitted each time a vulnerability scan is performed, as the function can be subcontracted)</i></p>
<p>Transition Project plan with tasks/milestones and timeframes, showing what tasks will be necessary to take over the site from the current service provider without any disruptions and ensuring business continuity. List all the resources you will be using to do the migration i.e. Resource plan as well. Indicate cost and must be completed within a month using the proposed resources.</p>

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9. IT SPECIALISTS

- In addition to the onsite personnel, bidders must provide specialists to resolve technical issues which cannot be resolved by the onsite personnel. Specialists shall work remotely in conjunction with the onsite personnel. If a need arise the specialist must be available onsite within reasonable time traveling from the bidder's head office to COM. Specialists will be billed on hourly rates based on the time spent per call out.
- Travel costs for IT specialist shall be costed based on **Department of transport tariffs**. KMs travelled by specialists shall be billed from the successful bidder's registered address as stated in the bid document or as agreed with the City of Mbombela's project manager.
- Accommodation for specialists shall be booked at a 3-star accommodation.

10. TECHNICAL EVALUATION

- Bidders will be expected to attach all returnable documents as stipulated in the bid document to be considered for technical evaluation.
- The first part of the technical evaluation will be checking of qualifications and experience for each resource required. Bidders who do not meet the requirements will be disqualified.
- Bidders must be certified partner with CISCO, MICROSOFT, and VMWARE, failure to provide proof of such will lead to disqualification.
- Points will be allocated to bidders based on the certification and experience of the bidder.
- Pricing for the bidders will be evaluated.

10.1 QUALIFICATIONS AND EXPERIENCE FOR PERSONNEL

- **Attach CV with certified copies of required qualifications**, the CV must show the required experience.
- *** The qualification/certification will be and added advantage, if a resource does not have the bidder should provide a resource with such qualification from the head office as and when required.**

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Title/Post	Required qualifications and experience	Resource Name as stated on CV
IT Operations Manager	<ul style="list-style-type: none"> - NQF level 7 Bachelor's Degree in IT or Advanced Diploma in IT/Equivalent IT qualification - 5 years minimum experience in IT management position - Driver s license 	Name:
IT Governance Officer	<ul style="list-style-type: none"> - NQF level 7 Bachelor's Degree in IT or Advanced Diploma in IT/Equivalent IT qualification* - 5 years minimum experience in IT governance - Driver s license <u>ONE OF THE BELOW CERTIFICATIONS</u> - CCNP - CCSP - CISP - CISM - GSEC - CEH - CISM 	Name:
Senior Software Specialist	<ul style="list-style-type: none"> - National Diploma in software development/IT* - 5 years' experience in software development - DP300 - AZ-204* - MS-300* - Ms-301* - (C#, VB, html, java script, WordPress, CSS, Elementor)* - Driver s license 	Name:
IT Server Specialist	<ul style="list-style-type: none"> - 5 years' experience in Windows server administration, Microsoft Exchange Server administration, VMware and Veeam - Valid driver's license - National Diploma in Information Technology (Added Advantage) - AZ-500 - MS-300 - SC-300 - AZ-801 - AZ-305 - MS-102 - MD-102 - AZ-104 - AZ-800 - MS-203 	Name:
IT Network Specialist	<ul style="list-style-type: none"> - 5 years' experience in CISCO network environment - Valid driver's license - National Diploma in Information Technology (Added Advantage) 	Name:

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Title/Post	Required qualifications and experience	Resource Name as stated on CV
	<ul style="list-style-type: none"> - CCNP Enterprise routing and Networking - ASA-700* - ISE* 	
IT Desktop Technician Supervisor	<ul style="list-style-type: none"> - National Diploma in Information Technology or (<u>ITIL FOUNDATION and A+ and N+</u>) - <u>MD-100</u> - <u>MS-900</u> - <u>Security+*</u> - 5 years' experience as desktop manager/supervisor position - Valid driver's license 	Name:
IT Desktop Technician	<ul style="list-style-type: none"> - National certificate in IT technical support NQF level 4 / (<u>A+ and N</u>) - MD-100 - MOS (Added Advantage) - 5 years' experience in IT support/IT technician - Valid driver's license 	Name: Name: Name:
IT Asset Officer	<ul style="list-style-type: none"> - ITIL FOUNDATION - 3 years' experience in administering assets 	Name:
IT Helpdesk Assistant	<ul style="list-style-type: none"> - ITIL - MOS - A+ - 3 years' experience in IT helpdesk support 	Name:
Cloud Specialist	<ul style="list-style-type: none"> 5 years' experience in Azure and a Driver's license - AZ-305 - AZ-500 	Name:

10.1.2 Company Partner Certification

- Bidder must attach proof of partner certification with CISCO, MICROSOFT, AND VMWARE, (Failure to attach proof will lead to disqualification)

Partner Certification	Attached (Yes/No)
CISCO partner	
Microsoft partner	
VMware partner	

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10.2 COMPANY EXPERIENCE AND CERTIFICATION

- Bidders will be allocated points based on experience and partner certification in products that are used at COM.
- Bidders with less than 5 years' experience will be not be considered for further evaluation.
- Bidders who have less than 3 clients with similar projects will not be considered for further evaluation.
- Bidders must score a minimum of 40 out of 46 points to be considered for further evaluation.

Company Experience in IT services (Attach Profile)	Less than 5 years' experience (0)	5 years' experience or more (15 Points)	
Company Certified partner in (Attach proof of certification):	Symantec (3 Points)	Veeam (3 Points)	
Appointment letter and reference letter for similar projects. Appointment letters with reference letters for projects that are not related to this project will not be considered. Attach an appointment letter together with a reference letter for each project. Appointment letter only or reference letter only will result in 0 points.	Less than 3 clients (0)	3 clients or more (15 points)	
Project plan to take over the site from existing service provider. Attach Transition Project plan with tasks/milestones and timeframes, showing what tasks will be necessary to take over the site from the current service provider without any disruptions and ensuring business continuity. List all the resources you will be using to do the migration i.e., Resource plan as well. Transition process must be concluded within a month. OR if you are the current service provider, it is important to attach a Project plan with tasks/milestones and timeframes, showing what tasks will be necessary in this tender for the entire scope of this bid without any disruptions and ensuring business continuity. List all the resources you will be using i.e., Resource plan as well.			10 points

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10.3 PRICING

- All fields for pricing must be completed in full otherwise the bidder will be disqualified.

TABLE A: MONTHLY COSTS (All costs must be completed failure to do so shall render the bid non-responsive)				
All resources must be provided with adequate mobile data and cellphone allowances. No reimbursement will be permitted for these costs, and bidders must include all such costs in their pricing schedule.				
No.	Title/Post	Unit Cost	Qty	Total Cost / Month
1	IT Operations Manager	R	1	R
2	Cloud Specialist	R	1	R
3	IT Governance Officer	R	1	R
4	Senior Software Specialist	R	1	R
5	IT Server Specialist	R	1	R
6	IT Network Specialist	R	1	R
7	IT Desktop Technician Supervisor	R	1	R
8	IT Desktop Technician	R	3	R
9	IT Asset Officer	R	1	R
10	IT Helpdesk Assistant	R	1	R
11	Standby allowance per month (IT Desktop Technician)	R	1	R
12	Standby allowance per month (IT Server Specialist)	R	1	R
13	Standby allowance per month (IT Network Specialist)	R	1	R
14	Vehicles (LDV 1.6L or more/ Road worthy/ insured – must meet site needs based on your site visit)	R	3	R
15	Monthly Wireless WAN network support (new installations, maintenance, cherry picker and support excluding wireless radios, switches and POEs) (Check Appendix B network diagram for overview)	R	1	R
16	High site rental per site (must include electricity, UPS, batteries, solar panels, electrical wiring, high masts, etc. – NUMBER OF SITES MAY BE ADDED OR REMOVED AS AND WHEN REQUIRED)	R Cost per site	1	R
SUB TOTAL TABLE A				R

- The Wireless radio network can be expanded within the jurisdiction of the municipality and the successful bidder shall provide full maintenance and support at no additional cost to the municipality apart from the cost in item 14 and 15 in Table A.
- Monthly Wireless WAN support ensures that costs are capped/managed for WAN support but support is available as and when required at no additional/hourly costs. WAN support cost will form part of the monthly invoice and it is not billed per call out.

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TABLE B: PERSONNEL MONTHLY LIMITS (LIMITS CAN ONLY BE CHANGED BY COM)	
Description	Total per month
Specialist support monthly limit (to be billed only on needs bases)	R 250 000
Overtime and standby monthly limit for all personnel combined	R 50 000
SUB TOTAL TABLE B	R 300 000

TABLE C: ADDITIONAL SERVICES (All costs must be completed failure to do so shall render the bid non-responsive)			
Description	Unit Cost	Qty	Total Cost
<p>Fire Suppression System Installation</p> <p>Integrity (pressure) testing of the complete fire suppression pipework, including all required rectification of defects and re-testing until full compliance is achieved</p> <p>IT Server Room dimensions: 5.85 x 5.25 x 2.5 m(LxWxH): New Eckoshield or similar Gas control unit Complete. Install 3 zone Fire panel and smoke detectors; install a bell on outside and inside of the room as a warning that gas will be released; Red strobe warning lights that gas was released in and outside room; Install a siren on outside and inside of room to indicate release of gas; install a manual override key for system; piping, including bends, clamps and design</p> <p>108l module with bracket, 100 GAS, 6 Optical smoke detectors, Siphon, Valves, gauges, actuator, Door sign, 2 Handheld extinguishers and backboards 5 kg, including labour or Equivalent, certification & sign off.</p> <p>New Environmental monitoring unit for Water detectors, power failure, UPS, Temperature monitoring, 2 sensor pods, 4 cameras, 1 SNMP, installation and configuration, SMS notifications</p> <p>Quarterly service: List of server room equipment to be serviced quarterly, monitored by TM4 Unit; Humidity sensor, Water, humidity, temperature, monitor Fire system, test alarms. Certification and sign off.</p> <p>Equivalent to TM4 Unit including sms notifications for water, humidity, fire, temperature, UPS, Aircon</p>	R	1	
<p>Data centre/Server room- humidity/temperature control, fire suppression system (maintenance and support as per industry standards) * will be performed using the unit cost per quarter/as and when required. To be invoiced after maintenance is done. (Proof of certification required each time maintenance is performed)</p>	R	4	R

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<p>Penetration testing and resolution of findings – ISO 27001 certified company. At least 5+ years conducting pen tests.</p> <p>Industry relevant certifications such as CISSP, CECH, CREST, OSCP, OSCE, OSWE, OSWP, OSEE, OSEP, etc.) Shall be performed annually or as and when required using the unit cost.</p> <p>Scope:</p> <ul style="list-style-type: none"> - 5 days external network - 10 days internal network - 5 days for either pen testing another business-critical system or security advisory services to look at e.g., Doing a state security assessment <p><i>To be invoiced after testing and implementation of resolutions. (proof of certification required per test)</i></p>	R	1	R
<p>Vulnerability scanning and resolution of findings – ISO27001 and related IT standards * will be performed quarterly using the unit cost/ as and when required. <i>To be invoiced after scanning and implementing of resolutions. (proof of certification required per scan)</i></p>	R	4	R
SUB TOTAL TABLE C			

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TABLE D: SPECIALISTS RATES PER HOUR (EXACT RATE SHALL BE USED FOR THE DURATION OF THE CONTRACT, RATES ESCALATION SHALL BE INLINE WITH CPI)			
TECHNOLOGY	RATE PER HOUR (VAT Excl.)	Hours	Total (rate per hour multiply by 20 hours)
Cisco ISE Specialist	R	20	
Cisco ASA	R	20	
Cisco Sourcefire / Fire sight	R	20	
Cisco ACS	R	20	
Cisco CCM	R	20	
Cisco UCCX / ARC	R	20	
Cisco Telephones	R	20	
Cisco WSA & ESA	R	20	
Cisco Routers	R	20	
Cisco Switches	R	20	
Cisco Wi-Fi Controller	R	20	
Storage [IBM Storewise]	R	20	
IBM Tape Library	R	20	
Brocade Fibre Switches	R	20	
Vcentre/ VMWare	R	20	
Proxim / cambium/ microwave/ Ubiquiti/Siklu other Wireless	R	20	
Symantec End Point Suite	R	20	
Manage Engine ADAudit Plus	R	20	
Manage Engine Service Desk plus	R	20	
Manage Engine Central	R	20	
Manage Engine	R	20	
Microsoft SQL	R	20	
Microsoft SharePoint	R	20	
Microsoft Exchange	R	20	
Microsoft Active Directory, group policies etc	R	20	
Microsoft Update Services (WSUS)	R	20	
SUB TOTAL TABLE D			R

TABLE E: TRANSITION COST TO TAKE OVER SITE FROM CURRENT SERVICE PROVIDER/HAND OVER SITE TO ANOTHER SERVICE PROVIDER	TOTAL ONCE OFF COST
<p>Transition Project plan with tasks/milestones and timeframes, showing what tasks will be necessary to take over the site from the current service provider without any disruptions and ensuring business continuity. List all the resources you will be using to do the migration i.e., Resource plan as well.</p> <p>Transition process must be concluded within a month and should be done with the indicated amount.</p>	R
SUB TOTAL TABLE E	R

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TABLE F: BID TOTAL 36 MONTHS (All costs must be completed otherwise the bidder will be disqualified)	
Description	Total Cost
SUB TOTAL FOR TABLE A X 36 (MONTHS)	R
SUB TOTAL FOR TABLE B X 36 (MONTHS)	R 10 800 000
SUB TOTAL FOR TABLE C X 3 (YEARS)	R
SUB TOTAL FOR TABLE D	R
SUB TOTAL FOR TABLE E	R
TOTAL EXCLUDING VAT	R
15% VAT	R
TOTAL INCLUDING VAT	R

- **TABLE F TOTAL AMOUNT INCLUDING VAT must be carried over to MDB1 and this shall be the governing amount.**
- **Any omission or failure to complete all items in the above tables will result in the bid being deemed non-responsive.**
- **The Municipality will have the right to exclude any item from the above table or any other requirement from the bid but will ensure due processes are followed across all the bidders.**
- **Resources can be added or removed based on workload for each post which will be reviewed annually and invoices amended accordingly.**
- **Travelling and subsistence, where applicable, will be reimbursed at the applicable rates as prescribed by the Department of Transport.**