

# Terms of Reference



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

**ICT INFRASTRUCTURE & END USER SUPPORT,  
MAINTENANCE & SERVICE DESK SERVICES**

**FOR**

**THE SOUTH AFRICAN SOCIAL SECURITY  
AGENCY**

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## ACRONYMS AND ABBREVIATIONS

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| Abbreviations | Description                               |
|---------------|---|
| AD            | Active Directory                          |
| ADSI          | Active Directory interface                |
| BI            | Business Intelligence                     |
| CAR           | Corrective Action Request                 |
| CAS           | Central Authentication Service            |
| CMDB          | Configuration Management Database         |
| CMS           | Configuration Management System           |
| CPU           | Central Processing Unit                   |
| CSD           | Central Supplier Database                 |
| DAG           | Database Availability Group               |
| DHCP          | Dynamic Host Configuration Protocol       |
| DNS           | Domain Name System                        |
| DR            | Disaster Recovery                         |
| DO            | District Office                           |
| EA1           | Enterprise Architecture                   |
| EA2           | Enterprise Agreement                      |
| ECM           | Electronic Content Management             |
| EME           | Exempted Micro Enterprises                |
| ERP           | Enterprise Resource Planning              |
| HDD           | Hard Disk Drive                           |
| ICT           | Information Communication Technology      |
| IMC           | Intelligent Management Centre             |
| IMACD         | Installation, Move, Add, Create, Disposal |

| Abbreviations | Description                                   |
|---------------|---|
| I/O           | Input/output                                  |
| IP            | Internet Protocol                             |
| IPSec         | Internet Protocol Security                    |
| ITIL          | Information Technology Infrastructure Library |
| LAN           | Local Area Network                            |
| LDAP          | Lightweight Directory Access Protocol         |
| LCM           | Lightweight Communication                     |
| MIS           | Management Information System                 |
| MPLS          | Multiprotocol Label Switching                 |
| NAS           | Network Attached Storage                      |
| NFS           | Network File System                           |
| NIC           | Network Interface Card                        |
| OEM           | Original Equipment Manufacturer               |
| OS            | Operating System                              |
| PABX          | Private Automatic Branch Exchange             |
| PBX           | Private Branch Exchange                       |
| PC            | Personal Computer                             |
| PKI           | Public Key Infrastructure                     |
| POP           | Points of Presence                            |
| PRI           | Primary Rate Interface                        |
| PSU           | Power Supply Unit                             |
| PTO           | Performance Tuning Optimisation               |
| QoS           | Quality of Service                            |
| RAM           | Random Access Memory                          |
| RAID          | Redundant Array of Independent Disks          |
| RIP           | Routing Information Protocol                  |

| Abbreviations | Description                                 |
|---------------|---|
| RO            | Regional Office                             |
| SASSA         | South African Social Security Agency        |
| SAN           | Storage Area Network                        |
| SANAS         | South African National Accreditation System |
| SCCM          | System Centre Configuration Manager         |
| SCOM          | System Centre Operations Manager            |
| SCSM          | System Centre Service Manager               |
| SCVMM         | System Centre Virtual Machine Manager       |
| SLA           | Service Level Agreement                     |
| SITA          | State Information Technology Agency         |
| SOCPEN        | Social Pension Grant System                 |
| SQL           | Structured Query Language                   |
| TCP           | Transmission Control Protocol               |
| TMG           | Threat Management Gateway                   |
| TOR           | Terms of Reference                          |
| USB           | Universal Serial Bus                        |
| UTP           | Unshielded Twisted Pair                     |
| VAT           | Value Added Tax                             |
| VLAN          | Virtual Local Area Network                  |
| VOIP          | Voice Over Internet Protocol                |
| VPN           | Virtual Private Network                     |
| WAN           | Wide Area Network                           |
| WWAN          | Wireless Wide Area Network                  |
| WAP           | Wireless Application Protocol               |
| WSUS          | Windows Server Update Services              |
| ZFS           | Zettabyte File System                       |

## SECTION A – BACKGROUND

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### 1. OVERVIEW

- 1.1. South African Social Security Agency (SASSA) (also referred here-in as the 'Agency') was established in terms of the South African Social Security Agency Act, 2004 (Act No. 9 of 2004) to administer social assistance in terms of Chapter 3 of the Social Assistance Act, 2004 (Act No. 13 of 2004). SASSA is mandated to ensure effective and efficient delivery of service of high quality with regard to the management and administration of social grants such that the entire payment process and system from application to receipt of social grants by a beneficiary, is done in a manner that is sensitive, caring and restores the dignity of the beneficiaries as well the integrity of the whole system.
- 1.2. The Agency is currently structured as follows:
  - 1.2.1 Head Office (Pretoria);
  - 1.2.2 Regional Offices (in each Province);
  - 1.2.3 District Offices (in each Region);
  - 1.2.4 Local Offices (Under All District Offices in the Regions) ;
  - 1.2.5 Services Points (Under All Local Offices in the Regions); and
  - 1.2.6 In addition to the above all 9 regions have records management centre where all beneficiary records are stored and managed
- 1.3. The Agency currently has approximately 462 offices located nationwide; in addition to these offices there are service points which are mobile/virtual offices in all regions.

## **2. OBJECTIVE OF THE BID**

2.1 The main objective of this Bid is to acquire ICT infrastructure & end user Support, Maintenance and Service Desk Services for a period of thirty-six (36) months

2.2 The successful bidder will be required to provide the following services but not limited to:

### **2.2.1 Support Services**

This will involve performing reactive and proactive support activities according to the approved ITIL processes in line with ISO/IEC 20000 standard in all ICT infrastructure.

This includes, but not limited to Systems Administration, Database Administration, Backup & Restore Operations, Configuration Management, Change Management, Uptime and Availability Management, User Account Management & Registrations, Software & Hardware Testing and Validation, Current and New Software Deployment (inclusive but not limited to Software upgrades), Capacity Management and Security Management, according to the approved ITIL processes.

### **2.2.2 Maintenance Services**

Maintenance Services refers to pro-active approach to preventing ICT problems and / or recurring incidents from happening, reducing risks, and maximising the uptime of the infrastructure components so that the required service availability levels are achieved.

This will involve conducting regular health checks, as well as performing routine maintenance (weekly, monthly and quarterly) on all technology platforms including preventative, adaptive and corrective maintenance activities in line with SASSA standards, OEM guidelines/recommendations and, best practises e.g. but not limited to ISO/IEC 20000.

### **2.2.3 Service Desk Services**

The Service Desk Service will be running at the outsource location and must leverage on the integration of the Agency's technologies such as but not limited to the Microsoft's Active Directory, System Centre Configuration Manager, System Centre Operations Manager, ManageEngine, and must have a full Event Management and Major Incident workflow integration.

This will involve provisioning of the single point of contact capability together with the Service Management Capabilities such as but not limited to the management of Incidents, Problems, Requests, Changes, Releases and Third Parties.

### **2.2.4 Contingency Services**

This will involve provisioning of unplanned service requirements that the Agency will require from time to time. This will also include rectifying and addressing operational or performance challenges of the technologies already in use.

These include but not limited to service requests, projects, break fix and SASSA events such as community outreach programmes.

2.3 In view of the background under overview and high-level scope as detailed in **paragraph 2.2** above, for purposes of the bid, the successful bidder should within the context of this bid quote to support approximately 450 offices with about 8000 users.

2.4 The bidder to also take note that they will be supporting users who assist beneficiaries from service points. These service points are run by the same users who fall within the 8000 user base and that service points do not operate 5 days a week but rather on specific/nominated days of the week. In exceptional cases, Service Points may be run over a weekend/Public Holiday



### 3. RESPONDING TO THIS BID

3.1 The bid is broken down into sections as indicated below:

- 3.1.1. Section A – Background;
- 3.1.2. Section B – ICT Structure and landscape;
- 3.1.3. Section C - the scope of this bid;
- 3.1.4. Section D – solution pricing and
- 3.1.5. Section E with the Evaluation Information.

**3.2 Section C must be responded to in full using the prescribed Annexure A.**

3.3 A **compulsory** briefing session will be held; and the date, time and venue will be communicated in the bid advert, failure to attend the compulsory briefing session will lead to the disqualification of the bidder and your response will not be considered.

3.4 Your proposal must clearly demonstrate the ability to comply with as well as fulfil the requirements.

3.5 Any additional attachment to the bid that is not accommodated on any response annexure must be clearly referenced both in the response annexure, and on the attachment itself. Failure to cross-reference will result in such attachments not recognised, and eventually not evaluated.

3.6 The bid consists of Mandatory Elements which are compulsory to comply with. These are elements that are indicated as “**Mandatory Element(s)**”, or marked with three stars (\*\*\*)

3.7 Mandatory Elements **will** form part of the baseline service offering, and will **NOT** be negotiated down or out once the bid is awarded. Responding to this bid is also acknowledgement of this condition.

3.8 Bids must be submitted in line with any attached annexures, detailed specifications.

3.9 The Agency will contract and also conclude Service Level Agreement(s) with the successful bidder(s).

## **SECTION B – ICT STRUCTURE AND LANDSCAPE**

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### **1. ICT STRUCTURE**

The Agency's ICT Structure is made up of four business units, namely ICT Operations, Information Management, Enterprise Architecture and Business Applications Support Centre.

**1.1 ICT Operations department** is responsible for the provision of enabling services to the Agency such as, but not limited to connectivity, communication, collaboration, Security, end-user support and computing.

As a result, it operates and maintains the ICT infrastructure, including the Computing, Networking, MPLS VPN, Telephony, Hosting Centres, Data Centres, Servers, Storage, and Security platforms.

**1.2 Information Management department** is responsible for the management of the Agency's information, including collaborative information, data warehousing, business intelligence, Agency's Internet and Intranet, Information Resource Centres and Research Support Function.

**1.3 Enterprise Architecture department** develops, maintains and governs the EA function across business, information, application and technology domains in alignment with organizational strategy. This department integrates the architecture process with related processes like ICT Governance, ICT strategic Planning and Quality Assurance.

**1.4 Business Support Centre department** is responsible for the provisioning of support and maintenance of the core business systems of the Agency, which

includes amongst others the Oracle ERP, SOCPEN, SRD, BAS, BI, Biometrics, ICASS, Livelink etc. This department is also responsible for developing new business systems when required by the Agency.

## **2. TECHNOLOGY LANDSCAPE**

The Agency's current technology landscape includes the following platforms:

**2.1 Computing Platform** inclusive of Desktop and laptops, tablets, smartphones, printers, scanners, projectors, presentation devices including monitors in executive's offices, desktop-related software;

**2.2 Local Area Network Platform** inclusive of networking cabling, network switches (wired and wireless), network cabinets and patching, UPSs, Enviroracks and Network Rooms with the accompanying facilities for such environmental equipment, access control and security equipment in the Network Rooms;

**2.3 Telephony Platform** inclusive of: Telephone Management System (VSA Rampage), Video and Teleconferencing Facilities, Call Centre Telephony (Genesys), Telephone Hand Sets, Session Border Controllers (Audio codes), Microsoft Teams, SIP service;

**2.4 Wide Area Network Platform** - Oversee the platform as it is managed by the MPLS Service Provider (MTN) – from the Router through to the MPLS to the Data Centres (Primary and Secondary), Internet connectivity, APN services (Vodacom), VPN service;

**2.5 Microsoft Platform** inclusive but not limited to directory services, DHCP and DNS services, file share services, electronic mail services; E365 products;

**2.6 Utilities Platform** inclusive of: remote assistance systems, software deployment systems, configuration management systems;

**2.7 Applications Platform** Oversee the platform as it is managed by various application services providers;

**2.8 Storage Platform** inclusive of but not limited to the SANs, Synchronisation of the Desktop and Network Storage, Backup and Restore, Offsite Backup storage;

**2.9 Security Platform** Overall responsibility for security is inclusive of Firewalls, Intrusion Prevention, Identity and Privilege Access Management, anti-virus and anti-spyware systems, patch management systems, Internet proxies and, Email spam/malicious content filtering solutions;

**2.10 Collaboration Platform** inclusive of but not limited to MS Teams, SharePoint.

A comprehensive Technology Landscape will be presented during the briefing session.

## **SECTION C – SCOPE OF THE BID**

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### **1. SUPPORT SERVICES**

*NB: Provide a comprehensive elaboration indicating the ability and compliance to the following requirements*

- 1.1. Bidder must submit a proposal on how the first line and remote support will be used to increase efficiency in Incident Management and fulfilment of requests, considering that the Agency has invested in System Centre and VPN Technologies,
- 1.2. Bidder must ensure any call not resolved by first line support, must have been resolved at second and / or third level within the SLA time. This includes calls where a third party such as MTN, SITA, and Vodacom etc. is required to interact with the call.

- 1.3. \*\*\*Bidder must ensure that they keep stock of the most used equipment for loan purposes locally in order to achieve Service Levels, these being:
- a) **Computing stock** such as but not limited to desktop printers, laptops, screens/monitors; ( Computing stock must be in proportion to the number of users and be of the same specification or higher as the SASSA equipment, while keeping reserves to a manageable number in the storeroom)
  - b) **LAN stock** such as but not limited to Switches, WAPs, UTP Cables, and other related LAN Loaners;
  - c) **WAN stock** such as but not limited to, Routers, and other related parts, mobile SIM routers.
  - d) **Peripherals** such as biometric fingerprint scanners, hand held scanners.
- 1.4. \*\*\*For each call logged requiring desk side or site attendance support, Technicians / Engineers must already arrive at the site with the required stock as workaround to resolve the incident. There will be no excuse for poor performance resulting from prolonged downtime due to the correct stock not being on site within the SLA time.
- 1.5. \*\*\*All Back Office Incidents are to be resolved within 2 hours.
- 1.6. \*\*\*\*The Agency does not have Unified Support (previously known as premier support) with Microsoft, such support (equivalent to Premier/Unified support) will be provided by the successful bidder. This means that the successful bidder must have back to back agreements with the OEM where the successful bidder does not have skilled and experienced engineer.
- 1.7. \*\*\*The Agency is running an Oracle PCA environment and has only hardware support with Oracle, the successful bidder will be responsible for support and maintenance of the PCA. This means that the successful bidder must have back to back agreements with the OEM where the successful bidder does not have skilled and experienced engineer.

- 1.8. SASSA has hardware infrastructure support with various hardware partners. These support contracts provide faulty hardware replacement, access to firmware updates/patches, and telephone support. The winning bidder will be responsible for the implementation of firmware updates/patches and seeing through all calls up to resolution.
- 1.9. \*\*\*Front Office Incidents to be resolved as follows.
- a) 1 Hour at Head Office;
  - b) 1 Hour at Regional Offices and Records Management Centres;
  - c) 2 Hours at District Offices; and
  - d) 2 Hours at Local and Service Points;
- 1.10. All Incidents (both Front Office and Back Office) that are not fully resolved, but have been operationalised through workarounds, must have been fully resolved within 20 working days noting that workarounds are not permanent solutions.
- 1.11. All Problems (both Front Office and Back Office) must have been resolved within 20 working days, where the implementation of a workaround will be measured as an incident resolution.
- 1.12. Facilitate all third party related incidents up to resolution for all equipment, where such is covered by OEM maintenance, this includes having enough loan equipment to implement workarounds within SLA time.
- 1.13. \*\*\*Resolve all incidents for all equipment, where such is **NOT** covered by OEM maintenance,
- 1.14. \*\*\*Conduct quarterly assessment on the state of the entire environment, covering all technologies, produce a report and make recommendations to correct identified gaps as well as implement recommended changes;
- 1.15. \*\*\*The Agency has an office at Walvis Bay in Namibia with one user. Bidder to elaborate how this office will be supported at no additional cost;

- 1.16. \*\*\*The bidder to provide the structure with KRAs of the skilled and experienced human resources that will deliver the services required in this bid ensuring that the service levels are met.
- 1.17. \*\*\*Bidder to provide proof of relevant qualifications and experience for the resources at service take stage on and as and when the resources are allocated
- 1.18. \*\*\*Bidder to acknowledge that should any of the resources not perform / under performs, the Agency reserves the right to recommend performance improvement and if that does not work, the Agency reserves the right to have that resource replaced , noting that resources performance management is the responsibility of the successful bidder.
- 1.19. \*\*\*Bidder to acknowledge and confirm that should any of the resources not be available to report on duty (be it that they are sick, on leave etc.), then there will always be an equivalent backup resource to ensure service continuity.
- 1.20. \*\*\*The successful bidder will be required to create and or update architecture documents, SOPs, as well as “How-To” Documents relating to changes and / or new technology implementations by various service providers.
- 1.21. \*\*\*Bidders must acknowledge that the Agency **will not** provide the following to their onsite resources, and these must be provided for by the bidder per resource:
- a) Laptops;
  - b) LTE data card Connectivity;
  - c) Spares and Parts;
  - d) Parking
  - e) Internet Access
- 1.22. \*\*\*Bidders also acknowledge that the use of land lines/SASSA telephony services will be at the bidder’s cost;
- 1.23. The bidder must conduct or perform the following daily information security operations tasks:
- 1.23.1. Ensure that all applications, operating systems and firmware are kept at the latest patch level or updates as required by OEM.

- 1.23.2. Deploy, maintain the anti-virus software to all devices including endpoints and servers. In addition, ensure that any virus detected is effectively removed from the network or devices.
  - 1.23.3. Manage daily user access to applications, operating systems, databases, and all other ICT resources.
  - 1.23.4. Security Auditing – record all logins to the databases, servers, and operating systems, and log all operations performed on sensitive data.
  - 1.23.5. Implement any other required information security controls such as security certificates on web applications, encryptions as well as remedial actions from penetration tests and vulnerability assessments.
- 1.24. Conduct or perform the following daily information security risk functions:
- 1.24.1. Perform daily information security monitoring on the ICT environment, collect and analyse indicators of potential security threats, weaknesses and misconfigurations.
  - 1.24.2. Implement and manage information security incident and response procedure. This includes analysis and investigation of security incidents on the ICT environment, providing investigation reports and recommending appropriate security measures to prevent similar incidents from re-occurring.
  - 1.24.3. Participate in ICT projects and ensure that appropriate security controls are incorporated into the solutions or systems.
- 1.25. \*\*\*Perform complete vulnerability management scans and penetration testing on the ICT environment, collect and analyse indicators of potential security threats, weaknesses and misconfigurations, and produce four (4) Vulnerability Assessment Test and Reporting completed per annum.
- 1.26. \*\*\* Perform complete vulnerability management scans and penetration testing on the ICT environment, collect and analyse indicators of potential security threats, weaknesses and misconfigurations, and produce two (2) Penetration testing and



reporting per annum for all SASSA externally published services (web services).

## **2. MAINTENANCE SERVICES**

**NB: Provide a comprehensive elaboration indicating the ability and compliance to the following requirements**

- 2.1. The Successful Bidder will be required to perform Capacity Management and preventative maintenance in all ICT infrastructure, and provide the Agency with the accurate and updated Capacity Plan monthly and quarterly;
- 2.2. \*\*\*The successful bidder will be required to manage and monitor resources (RAM, hard drive etc.) capacity allocation and ensure that unused resources are reclaimed and reallocated as required on a quarterly basis; bidder to propose how optimal usage of resources will be fulfilled;
- 2.3. \*\*\*The bidder will be required to perform Quarterly Health Checks on all technologies as part of the baseline service offering. The health checks will assess/audit the design, configuration, including licensing for each technology/platform/system in scope for this bid. The intentions of the audit is to identify gaps/issues, develop plans, and address them.
- 2.4. \*\*\*The successful bidder will be required to implement recommendations of all approved Root Cause Analyses Reports. Bidder must propose an approach to fulfil this requirement, including the quality management thereof;
- 2.5. \*\*\*For all technologies, the successful bidder will be required to conduct monthly preventative maintenance in accordance with OEM guidelines and/or best practice.
- 2.6. \*\*\*The successful bidder will be required to keep accurate record of and communicate Infrastructure and service related risks to the Agency timely at the relevant platforms, and to maintain the Infrastructure-related Risk Register.

- 2.7. The successful bidder will be required to manage the availability of all platforms. This includes the measurement of all services to the Agency's internal users, and reporting on the availability thereof.
- 2.8. The successful bidder will be required to Operate and Manage User Account Management and Registrations processes for all Desktop, Microsoft systems, Utilities and Telecommunications services. Bidder must propose the most efficient manner of carrying this out, with a credible Audit Trail for audit purposes at both Regional and National Levels;
- 2.9. \*\*\*The successful bidder will be required to manage the Agency's configuration at the Desktop, LAN, Telecommunications, Server, Microsoft, Storage and Security Platforms. Bidder must propose a holistic approach to Configuration Management, and the detection of any non-compliance that may have been effected on the production environment, and the corrective action approach thereof;
- 2.10. \*\*\*The successful bidder will be required to perform Software Deployment on all equipment (e.g. New software, software upgrades, software patches, and service packs) according to the Agency's software stack and policies as part of the baseline service;
- 2.11. The successful bidder will be required to perform monthly software audits on all installed equipment, main objective is identification of unauthorised installed applications and define removal timelines.
- 2.12. The Agency is using Commvault as a backup solution, therefore the successful bidder will be required to perform Data Backups and Restores for all Systems in all platforms. Backups and Restore services will be for all Agency's Systems and Applications housed centrally at the venue of the current MPLS VPN Service provider;
- 2.13. \*\*\*The successful bidder will be required to store all backup media at an offsite storage;

- 2.14. The successful bidder will be required to perform Information Security enforcement (at an operational level) according to the Agency's Information Security Policies;
- 2.15. \*\*\*SASSA has a DR plan in place, and conducts disaster recovery testing on an ongoing basis SASSA. The bidder will be required to partake in the review and execution of the plan;
- 2.16. \*\*\*Post service take on exercise, in the event that there are technologies that are not configured in line with best practise for optimal performance, the successful Bidder will be required to rectify (architecture / configuration) at no additional cost to the Agency.
- 2.17. \*\*\*The successful Bidder to provide plan to integrate Front and Back Office staff. This includes, but not limited to engagements, training, and updating of its deployed staff.
- 2.18. \*\*\*The successful bidder will be responsible for ongoing maintenance of security patches by ensuring **ALL** the servers and workstations are fully patched.
- 2.19. Ensure SASSA's SCCM/WSUS servers are maintained and up to date with the latest security patches and updates and security patches are rolled out to end-user devices.

### 3. SERVICE DESK SERVICES

**NB: Provide a comprehensive elaboration indicating the ability and compliance to the following requirements.**

- 3.1. \*\*\*Propose the comprehensive service desk solution. Should the bidder propose the cloud solution/application/system, the winning bidder's cloud must be within the jurisdiction of the country, i.e. South Africa.
- 3.2. The successful bidder must provide the single point of contact service desk solution that will provide the following functionality with high availability:

- a) Logging all relevant incident / service request / problems details through Telephone, Email and Event Management Workflows;
  - b) Fully fledged Incident Management function, ensuring that incidents are managed throughout their lifecycle;
  - c) Fully fledged Problem Management function; ensuring trend analysis and management of problems through to resolution, and implementation of preventative measures;
  - d) Fully fledged Event Management function, ensuring automatic incident logging for major incidents, and alerts to the affected stakeholders both when incidents are logged and resolved;
  - e) Fully Fledged Configuration Management function, ensuring management of all Service Assets and relationships thereof in the various Configuration Management Databases through related processes; and
  - f) An operational Vendor Management function where third party-related incidents are logged with third parties, and managed through original incidents' child calls throughout their lifecycle;
- 3.3. \*\*\*The availability of the Service Desk as a fully interactive service must be between 07h00 and 18h00 during week days;
- 3.4. Service Desk to have functionality to log calls telephonically, via email and must have a web interface included for users to track their calls by entering the acquired reference number;
- 3.5. As part of the Interactive Service Desk Service, manage calls nationally, where access to the system will be made available to various groups both within the Agency and the various resolver groups, including third parties for viewing and updating;

- 3.6. \*\*\*Provide sufficient access to all Resolver groups, Service Coordinators, Assignees to the Service Desk and officials of the Agency or its representatives including external vendors. Service desk system must provide access as follows:
- a) 50 x Analysts (can update); and
  - b) Up to 100 Assignees;
- 3.7. \*\*\*Provide as part of the Service Desk Service the capability for Bulk SMS communications for the notices and alerts;
- 3.8. \*\*\*The Service Desk to have the following knowledge base to which all analysts must also have viewing access to:
- a) Incident Resolution Information per incident, attached to the type of the incidents, to create a Troubleshooting Knowledge Base;
  - b) Known Error information for all resolved problems, creating a Known Error Knowledge Base and also to create a Troubleshooting Knowledge Base for complex problems;
  - c) Change Closure Information per Change, attached to the type of changes, to create a Change Success and Failure Profile for known types of changes;
  - d) Service Request check list for the logging of all types of service requests;
- 3.9. \*\*\*Problem Management component to have a Root Cause Analyses Report repository to be linked to each problem, searchable, and to be a compulsory requirement for the closing of all problems;
- 3.10. Service Coordinators of each resolver group (Support Organisation) to have the ability to further assign the calls to the relevant Technician / Engineer.
- 3.11. Service Coordinators to be able to:
- a) update calls and put them to the Resolved Status;
  - b) communicate with users keeping them informed of progress of incident progress, notifying them of impending changes or agreed outages etc.;
  - c) conduct customer/user satisfaction call backs/surveys as agreed;

- d) update the CMS under the direction and approval of service asset and configuration management;
- 3.12. Field Support Engineers NOT to be able to:
- a) Close the calls;
  - b) Re-open the calls;
  - c) Put the calls to pending status;
  - d) Change the Priority / Urgency of the calls; and
  - e) Change the call types;
- 3.13. \*\*\*System **NOT** to allow back-dated updating where SLA measurements are concerned;
- 3.14. Capture all the Third Party SLAs on the relevant tools for SLA performance measuring;
- 3.15. \*\*\*Successful bidder to propose **one** system to be used for call logging, assignment, resolving and monitoring by all stakeholders;

#### 4. CONTINGENCY SERVICES

*NB: Provide a comprehensive elaboration indicating the ability and compliance to the following requirements*

- 4.1. \*\*\*The bid value should be inclusive of Contingency Services being 5% of the Bid value;
- 4.2. \*\*\*Any other service requests and break-fix requirements will be classified as Contingency Services, except for the approved change requests implementation, which will be part of the baseline service offering;
- 4.3. \*\*\*The bidder to cost the attached Contingency Services Attachment 2;

4.4. \*\*\*The Bidder to indicate acceptance of the following principles in managing the Contingency Service Requests:

- a) The performance of the Contingency Services will be at no cost to the agency for the first fifty (50) requests per region per month, where Head Office is also seen as a region;
- b) The successful bidder will not charge travelling and accommodation for the fulfilment of the contingency services requests;
- c) Successful Bidder will not add more than 10% mark-up for spares in any Contingency Service Request, where the Agency will have the right to verify prior to approving, and conduct spot checks thereafter;
- d) Successful Bidder shall have given the Agency a quote for each Contingency Service Request within 24 hours of being logged, where the Agency will either approve or reject within the next 24 hours;

4.5. \*\*\* Bidder to indicate acceptance of the following principles in managing the Break-Fix:

- a) Successful Bidder will only charge for the parts;
- b) Successful Bidder and the Agency will agree on the Price List for the Known Break-Fix Parts on a quarterly basis, where the Agency will have a right to benchmark the list prior to agreement;
- c) Successful Bidder will not add more than 10% mark-up for all Contingency requests where the Agency will have the right to verify prior to approving, and conduct spot checks after the effect;
- d) Successful Bidder shall have given the Agency a quote for each break-fix within 24 hours of being logged, where the Agency will either approve or disapprove within the next 24 hours, where if not, a Corrective Action Request will be

raised against such a delay;

- 4.6. \*\*\*The Agency will require the support for community outreach programs events such as community outreach programs, ICROP and other events to which the Agency may be invited. *(These refers to community services provided at community halls, stadiums etc. for the service delivery improvement)*

## 5. CAPABILITY AND GENERAL PROVISIONS OF THE SERVICE

**NB: Provide a comprehensive elaboration indicating the ability and compliance to the following requirements.**

- 5.1. \*\*\*The successful bidder will be provided minimum of 1 (one) month service take-on opportunity after the awarding of the bid, which will provide them an opportunity to understand the Agency environment such that they structure and allocate resources in such a way that they achieve operational efficiency, this will be at **NO** additional cost to the Agency;
- 5.2. \*\*\*While SASSA has signed an EA with Microsoft for E3 licensing package, SASSA does not have a unified support (previously known as premier support) with Microsoft, so the successful bidder will be required to support SASSA's Microsoft technology end to end;
- 5.3. \*\*\* SASSA is running Oracle PCA and ZFS and has only hardware support with Oracle. The successful bidder will be required to support the Oracle PCA and ZFS environment end to end;
- 5.4. \*\*\*The services from this engagement will be premised on the following principles:
- a) All resources used in this engagement must be dedicated to the Agency;
  - b) The successful bidder will be allowed to use all the tools that the Agency have for the management of the environment, however it will be the successful bidder's responsibility to ensure that such tools are configured accordingly to best support operations at no additional cost to the Agency.



- c) All technical resources to be used to deliver these services should have the necessary skills, experiences and have positive security clearance; (verification and results to be conducted and shared prior to assumption of the contract).
  - d) Support and Maintenance Services must have a direct impact on the reduction of incidents and problems within the business of the Agency.
  - e) Any incidents and or problems that occur due to poor or lack of operational and / or maintenance activities, such will bear direct cost to the Service Provider;
  - f) In instances where contingency services for outreach programs and ICROP etc. happen during office hours, the Agency will not be billed and those will be treated as baseline service.
- 5.5. \*\*\*The Agency requires national footprint such that there will not be charged for travelling and accommodation for rendering of these services. A List of the Agency's offices is attached here-to as Attachment 1, bidder to provide a support structure in line with the attached;
- 5.6. \*\*\*The bidder agrees as part of the condition of award that 50% of each service element monthly fee will be subject to service credits (penalties). Bidder to indicate acceptance with this statement;
- 5.7. \*\*\*The successful bidder will be measured on, **but not limited to** the following Minimum Performance elements and standards. Bidder to indicate acceptance with this statement, and that fact that these are not the only performance standards for these services;
- a) 98% of all incidents to have been resolved within SLA, where 0.5% of the creditable amount per percentage point below the agreed SLA will be credited;
  - b) 98% of all problems to have been resolved within 20 days, where 0.1% of the creditable amount per percentage point below the agreed SLA will be credited;
  - c) 2% repeat calls are tolerated 0.1% of the creditable amount per percentage

point above the agreed SLA will be credited.

- 5.8. \*\*\*Should there be circumstances beyond that of the Agency and the winning bidder's control and resources are required to work from home (like the Covid 19 outbreak), rendering of services will be achieved without compromising service performance.
- 5.9. Bidders bidding as single company, a Joint Venture, Consortium, or sub-contracting, the following documentation about **each company** be it single, within a Joint Venture, Consortium, or companies to be sub-contracted here-to must be included:
  - 5.9.1. Company Profile;
  - 5.9.2. Proof of Tax Clearance Status / PIN / CSD Number
- 5.10. \*\*\*Bidder must ensure that disputes within the Joint Venture, Consortium, or with sub-contractors will not affect the service provided to the Agency at any given time. The bidder must elaborate the approach and how the disputes will be resolved without any impact to the Agency;
- 5.11. \*\*\*Bidders must demonstrate at least minimum 3 years track record for the rendering of all these services (ICT Infrastructure & end user support, maintenance and service desk services) to 8000 or more users and as per the scope of this bid.

## **SECTION D – SOLUTION PRICING**

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### **1. SOLUTION PRICING**

*NB: Please attach the Solution Pricing for this part of the proposal*

- 1.1. The bidder must please provide the detailed pricing for the above-mentioned solution in any format, sub-totals and totals must be the same as the below-mentioned summary
- 1.2. Please structure the summary of the pricing as follows, see Annexure C:
  - a) Service Desk services;
  - b) Support services;
  - c) Maintenance services;
  - d) Contingency services (5% of the total bid price);
- 1.3. The pricing thereof will be deemed to have included all the elements of the services to make the services available for the duration of the contract, and that the price will be fixed for the duration of the contract.

## **SECTION E – EVALUATION INFORMATION**

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### **1. EVALUATION OF THE BID**

- 1.1. The bid proposals shall be evaluated in accordance with the 90/10 principle. The evaluation shall be conducted as follows:
  - 1.1.1. Stage One
    - Phase One: Special Conditions
    - Phase Two: Administrative Compliance
    - Phase Three: Functionality Criteria

#### 1.1.2. Stage Two

- Phase One: Price and Specific Goals

##### **Stage One: Phase One: Special Conditions**

- Bidders must demonstrate at least minimum 3 years track record for the rendering of all these services (ICT Infrastructure and End User Support, Maintenance and Service Desk services) to 8000 or more users and as per the scope of this bid. Complete the attached **Annexure B** for your previous and current projects,
- Bidders are to provide signed reference letters with contact name and numbers for all the project listed in the annexure, and the letters must be in the letterhead of the clients. Contracts running concurrently, cumulatively and non-cumulatively will be considered. Bidders should note that the reference letters will be used to verify information provided on Annexure B.
- Bidders must attend a compulsory briefing session as per the date, time and venue specified in the tender advert.

**NB: Failure to comply with all the above requirements will invalidate your bid.**

##### **Stage One: Phase Two: Administrative Compliance**

Bidders must submit the following:

- Tax Compliance Status Pin
- Proof of registration with Central Supplier Database (CSD)
- Submission of all **FULLY COMPLETED** SBD forms is a requirement

**NB: Failure to submit the above may invalidate your bid.**

##### **Stage One: Phase Three – Functionality Evaluation**

The table here-below contains the weights of each Functional Requirements component. The response template, Annexure A has the details against which the bidder will be evaluated for this criteria.

Values: 1 = Poor, 2= Average, 3= Good, 4= Very Good, 5= Excellent

| <b>EVALUATION CRITERIA</b>                            |                |
|---|----------------|
| <b>Stage One Phase Three – Functionality Criteria</b> |                |
| <b>Functionality Criteria</b>                         | <b>Weights</b> |
| Support   | 35             |
| Maintenance   | 35             |
| Service Desk  | 15             |
| Contingency Services                                  | 5              |
| Capability  | 10             |
| <b>Total Weight</b>                                   | <b>100</b>     |

**NB: Bidders who score less than 70 of the 100 points of the Functionality Points will be disqualified, and thus will not be evaluated further.**

#### **Stage Two: Phase One. Price and Specific Goals**

Points awarded for Price and Specific Goals:

| <b>Price and Specific Goals</b> | <b>100</b> |
|---------------------------------|------------|
| Price                           | 90         |
| Specific Goals                  | 10         |

#### **Price**

$$Ps = 90 \left( 1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

### **Specific Goals**

| <b>Specific Goals</b>  | <b>Number of points (90/10 system)</b> |
|--|--|
| B-BBEE Status Level 1-2 contributor with at least 51% black women ownership  | 10                                     |
| B-BBEE Status Level 3-4 contributor with at least 51% women ownership  | 9                                      |
| B-BBEE Status Level 1-2 contributor with at least 51% black youth or disabled ownership  | 8                                      |
| B-BBEE Status Level 1-2 contributor  | 7                                      |
| B-BBEE Status Level 3-8 contributor with at least 51% youth or disabled ownership  | 5                                      |
| B-BBEE Status Level 3-4 contributor  | 3                                      |
| B-BBEE Status Level 5-8 contributor  | 2                                      |
| Others   | 0                                      |
| Note: In the event of a bidder claiming more than one specific goal category, the Agency will allocate points based on specific goal with the highest points. The highest points will be confirmed with the BBEE Certificate/Sworn Affidavit submitted by bidder/CIPC etc. |  |

- a) Bidders should submit a B-BBEE verification certificate from a verification agency accredited by the South African National Accreditation System (SANAS) and/or CSD MAAA number and/or a sworn affidavit indicating the percentage of all shareholders and signed by the commissioner of oaths, all the company shareholders and/or owners, to claim specific goals.
- b) Failure to submit shall be interpreted to mean that preference points for Specific Goals are not claimed.

## **2. BID CONDITIONS**

- 2.1. The Agency reserves the right not to award the bid at all.
- 2.2. The Agency reserves the right to conduct background check / screening of the successful bidder's resources.
- 2.3. The Agency reserves the right to negotiate the price with the successful bidder.