

INVITATION TO TENDER

REQUEST FOR PROPOSALS FOR A MICROSOFT CERTIFIED AZURE PARTNERS FOR THE PROVISION OF CLOUD BASED HOSTING SERVICES FOR QCTO'S SYSTEMS.

TENDER NO: QCTO RFQ 14/2022

CLOSING DATE: 23 MARCH 2023 at 11:00

Company Name		
Address		
Contact person	Ms/Mrs/Mr/Prof/Dr	
Contact numbers	(w)	(cell)
Email address		

Compulsory Briefing Session

There will be no Briefing session.

1. INTRODUCTION

The QCTO is a Schedule 3A Public Entity that was established in accordance with the Skills Development Act, No. 97 of 1998 (as amended) and the National Qualifications Framework Act, No. 67 of 2008 (as amended) and came into operation on 1 April 2010. The main functions of the QCTO amongst others are to develop standards for occupational qualifications including trades and skills programs, accredit skills development providers, and assessment centres, conduct assessments, quality assurance and issue certificates to qualifying candidates. Therefore, the QCTO is responsible for standards generation and maintenance; quality assurance of occupational full and part qualifications registered on the National Qualifications Framework (NQF) and the Occupational Qualifications Sub-Framework (OQSF) policy, including skills programs. The QCTO has approximately 120 staff members and is situated in Hatfield, Pretoria. More information can be obtained from <https://www.qcto.org.za/>.

Prospective, suitable, service providers who are interested in the provision of a cloud-based hosting services for Quality Council for Trades and Occupations (QCTO) for a period of twelve (12) months, and in accordance with the General Conditions of offer, as well as the specifications are requested to submit proposals, together with all the standard bidding documents in full not later than the closing time and date.

1.1 PROPOSAL SUBMISSION

The proposal must be submitted in the following manner:

1.1.1 The proposal can be sent to tenders@qcto.org.za

Table: 1.1

Closing Date	Address
Date: 29 March 2023 Time: 11:00	Quality Council for Trade and Occupations Tender Box @ Reception 256 Glyn Street Hatfield Pretoria 0083

NB: Late Submissions will not be considered

1.2 ACCEPTANCE OF TENDERS

The QCTO does not bind itself to accept either the lowest or any other quote and reserves the right to accept the bid which it deems to be in the best interests of the organization. QCTO reserves the right to accept the offer in full or in part or not at all.

2. AIM OF PROPOSAL

The purpose is to procure the services of a Microsoft certified Azure Partner to provide infrastructure and support services for QCTO's systems. Support services required for 90% monthly availability.

The main objective is to acquire a Cloud based hosting service subscription which will ensure full compatibility with all QCTO platform requirements and should include software licences, technical support and maintenance for the period of 12 Months .

3. SCOPE OF SERVICES

Specification for the appointment of a Cloud Service Provider who will be responsible for provisioning of cloud platforms services and their associated licences with the following specifications to ensure compatibility with QCTO's IT environment as follows:

Service Feature	Requirements
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1. Disaster Recovery and Business Continuity	Automate the recovery of services when outage occurs. Bring over applications in an orchestrated manner to help restore services quickly.
2. Environment Configuration	System build and commissioning.
3. Automation	<p>A cloud-based automation and configuration service that provides consistent management across cloud platform. Must have following capabilities:</p> <ul style="list-style-type: none"> ✓ Orchestrate processes ✓ Collect inventory ✓ Track changes ✓ Assess Compliance ✓ Schedule update installation ✓ Role based access control
4. Traffic Management	Capability to control the distribution of traffic across application endpoints, continuous monitoring of endpoint health and automatic failover when endpoints fail.
5. Data Management	<p>SQL Database, Data Storage, Import/Export capabilities and File Services.</p> <p>Must support Microsoft SQL 2012 and higher.</p>
6. Identity Management	Capability to run Windows Active Directory to tie local network and cloud network together.
7. IP Requirement	Provide Public IP resources to communicate with other cloud resources, on -premises network and the internet.
8. Security	Inclusion of unified security management platform that includes the following features:

	<ul style="list-style-type: none"> ✓ Anti-malware and network security configuration ✓ Hardening of public facing environments ✓ Security health monitoring for both cloud workloads ✓ Security threat blocking through access and app controls ✓ Security vulnerability and discovery tools and patches ✓ Advances threat detection through security ✓ Adjustable security policies for maintaining regulatory and standards compliance.
9. Backup Capability	Must include automated back ups and database replication and redundancy capabilities.
10. Scalable Resources	<p>Provide the capability to increase/decrease resources, as needed, to support any periods of unpredictable high/low usage.</p> <p>Scalable resources include but not limited to: -</p> <ul style="list-style-type: none"> ✓ Bandwidth ✓ Servers ✓ Storage ✓ Database Instances
11. Software Licenses requirements	Provider would be responsible for licensing, including but not limited to Operating Systems, servers and applications.
12. Period of Performance	The services shall be for a period of 1 year pay as you go services, subject to satisfactory delivery by provider.
13. Vendor Support	<p>Managed Support Services</p> <p>Virtual Machine Connectivity to be at least 90% up time.</p>

	Vendor must provide online/telephonic
14. Knowledge Transfer	Provider to provide knowledge transfer to key personnel. Basic Cloud administration and basic troubleshooting management and operations.
15. Services	<p>Provider to migrate required resources to cloud services platform in coordination/collaboration with QCTO's system Providers.</p> <p>Vendor shall provide counterpart technical support in configuring & setting-up the requires infrastructure & monitoring the cloud infrastructure performance to align with QCTO's requirements in collaboration with QCTO's system providers.</p> <p>Successful Vendor must have minimum of at least 4 years' experience in providing licenses/subscription, managing and administering cloud platform.</p> <p>Should have a certified technical person of the said platform.</p>

QCTO INFRASTRUCTURE REQUIREMENTS

Service Feature	Description /Service Type	Requirements
Virtual Machine	WebServer	1 B2S (4 vCPU(s), 8 GB RAM) x 730 Hours; Windows – (OS Only); Pay as you go; 0 managed OS disks –

		S4, 100 transaction units
Virtual Machines	DbServer(Including MS SQL)	1 B2S (4 vCPU(s), 8 GB RAM) x 730 Hours; Windows – SQL Server; Pay as you go; 0 managed OS disks – S4, 100 transaction units
Data factory	Azure Data Factory	Azure Data Factory V2 Type, SQL Server Integration Services Service Type, 1 A4V2 Virtual Machine(s) x 730 Hours
Virtual machine	Azure SQL Database	Single Database,vCore, RA-GRS Backup Storage, General
Application Gateway	Web Application Firewall	Web Application Firewall tier, Medium Instance size: 1 Gateway hours instance(s) x 730 Hours, 10 TB Data processed unit(s), 100 GB Zone unit(s)
Security Centre	Security Monitoring and response	Standard tier, 1 VM nodes x 730 Hours, 0 App Service nodes x 730 Hours, 1 SQL Database servers x 730 Hours, 0 Storage

		transactions, 0 IoT Devices, 0 IoT Message transactions
Azure Backup	Server Backups	Azure VMs Type, 2 Instance(s) x 100 GB, LRS Redundancy, Moderate Average Daily Churn, 7 Daily RPs, 4 Weekly RPs, 12 Monthly RPs, 5 Yearly RPs, After 1st year Duration, 1082 Total Storage
Azure Site Recovery	Disaster Recovery (DR)	0 Customer instances, 2 Azure instances
Virtual Private Network (VPN) Gateway	VPN for environment management	VPN Gateways, Basic VPN tier, 500 gateway hours, 10 S2S tunnels, 128 P2S tunnels, 25 GB, VPN outbound VPN gateway type

**** Basic requirements, appointed service provider shall advise the best and effective way of maximising the solution while keeping the cost favourable.**

4. PRICING

4.1 Monthly support hours by the appointed MS Azure Partner to be quoted for and excludes the support 24/7 offered by Microsoft.

4.2 The QCTO ICT unit provides various ICT services on different infrastructure platforms. All amounts must include VAT.

4.3 The once-off setup fees must include time to provision the infrastructure collaboratively and production of documentation and sign-off.

4.4 The license fees for SQL must be included in the cost of the SQL server.

4.5 Disaster Recovery and VPN must be included in the pricing.

4.6 Assumptions made are:

- i. Approx 100GB data per server
- ii. Approx 100 hours VPN connectivity per month
- iii. Firewall will process less than 10TB of web traffic per month
- iv. Firewall will send out less than 100GB data per month

As this is a pay-per-use service ,the QCTO shall pay invoices based on the actual hours and resources used at the end of the month in question.

5. SECURITY

5.1 The Cloud Service Provider should meet international security standards and should abide by the relevant industry standards.

5.2 Accepted security assurance such as ISO/IEC 27001 and 2708 should be applied.
Data privacy laws applied.

6. VENDOR PARTNERSHIP/CERTIFICATION

6.1 Interested service providers are required to have a suitable Partner status with their chosen product vendor at the stage of responding to this advertisement and during the duration of the contract.

6.2 At least one member of the service provider's key personnel assigned to the project shall hold a valid certificate of Azure Cloud hosting product vendor at any time

during their assignment to the project and have a minimum of three (4) years of professional experience in Azure Cloud Hosting.

***** Additional certifications and experience in Azure cloud Hosting are highly recommended.**

7. DATA OWNERSHIP, RETRIVAL AND INTEROPERABILITY

7.1 Data Ownership: - QCTO will retain full control and ownership over their data, with Cloud Service Provider identity and access controls available to restrict access to customer infrastructure and data.

7.2 Ownership: - Service Level Contracts shall state that any data migrated to the cloud remains the property of QCTO, regardless of who manages or operates the cloud. QCTO will retain rights of data access, retrieval, modification and deletion regardless of the physical location of the cloud services, including the right to approve, deny and revoke access by third parties.

7.3 Access: - Access, retrieval, modifications and deletion of data shall remain the right of the QCTO.

7.4 Interoperability: - The cloud service provider shall allow the QCTO to move data on and off the cloud platforms as needed.

8. PROJECT TIMELINE

8.1 The successful bidder must be able to supply, configure and install the required services within (01) month from the date of receiving the purchase order.

9. MAINTENANCE AND SUPPORT

9.1 The QCTO intends to enter into a support and maintenance contract for 12 months after the implementation stage.

10. EVALUATION CRITERIA

QCTO may request additional information, clarification, or verification regarding any information contained in the tenderer's proposal. This information will be requested in writing, and the bidder must provide the requested information within forty-eight (48) hours after the request has been made; otherwise, the bidder may be disqualified.

QCTO may conduct due diligence on any bidder, which may include interviewing customer references or other activities to verify a bidder's or related information and capabilities and, in these instances, the bidders will be obliged to provide QCTO with all necessary assistance and/or information which QCTO may reasonably request and to respond within the given time frame set by QCTO;

The 80/20 principle will be applied in terms of the Preferential Procurement Regulations 2022.

The tender will be evaluated based on the following categories:

No.	Criteria	Sub-criteria	Points
1.	<p>Bidder's extensive knowledge and experience in Azure cloud hosting. Reference Letters of hosting work completed.</p> <p><i>NB: Please provide signed reference letters from company they provided cloud services for, in company's letter head with contact person and their contact numbers.</i></p>	<ul style="list-style-type: none"> No evidence that bidder has undertaken similar projects(0 reference Letter) = 0 points Bidder has successfully undertaken 1 to 2 similar projects(1-2 reference letters) = 10 points Bidder has successfully undertaken 3 similar projects(3 reference letters) = 20 points Bidder has successfully undertaken 4 similar 	30

		<p>projects(4 reference letters) = 25 points</p> <ul style="list-style-type: none"> Bidder has successfully undertaken 5 or more similar projects(5 or more reference letters) = 30 points 	
2.	<p>Bidder's Microsoft Partner Certification</p> <p>NB: Please provide certification</p>	<ul style="list-style-type: none"> No evidence that bidder is a Microsoft Partner = 0 points Bidder is a Ms Certified Partner = 5 points Bidder is a Silver Ms Certified Partner = 15 points Bidder is a Gold Ms Certified Partner = 20 points 	20
3.	<p>Bidder's has Certified Azure Cloud Hosting personell on board.</p> <p>NB: Please provide Azure Cloud Hosting Certificate</p>	<ul style="list-style-type: none"> No evidence of Azure Cloud Hosting Certificate = 0 points Bidder 1 Certified Azure Cloud Hosting personell = 10 points Bidder 2 Certified Azure Cloud Hosting Personell = 20 points 	20
4.	<p>Profiles or CVs of Certified team members with relevant qualifications.</p> <p>NB: Project manager must be specified and Technical Lead person who is Azure certified must be specified.CV's must be signed.</p>	<ul style="list-style-type: none"> No CV submitted = 0 points 1 CV of Project Manager and Azure specialist submitted = 10points 2 CVs submitted (1 Project Manager, 2 of Azure certified specialist = 20 points 	20

5.	Project Plan for the work to be undertaken to demonstrate the dept and understanding of work that will go into the project.	<ul style="list-style-type: none"> Bidders project plan not provided. =0 points Bidders project plan slightly demonstrate understanding of work(duties) to be carried out and responsible personell. =5 points Bidders project plan demonstrate a high level of understanding of work that needs to be done and clearly state outputs and responsible personell with timeframes. =10 points 	10
		TOTAL	100

Each of the criterion is to be assessed and scored on the evaluation sheet using the above points.

Threshold: Bidders who score less than **70 out of 100** points on functionality, will be disqualified for this project.

Stage 3: Pricing and Specific goals.

Only bids that achieved the minimum qualifying score/percentage for functionality will be considered further in terms of the **80/20 Preferential Procurement Regulations 2022**.

The formulae to be utilised in calculating points scored for the preference point system will be included in the tender document. **Step 1** will be the calculation of points for price where the lowest bid will score 80 points for price, while bids with higher prices will score lower points for price on a pro-rata basis.

The following formula will be utilised to calculate the points for price in respect of tenders with a Rand value below R50 000 000 (all applicable taxes included):

$$P_s = 80 \left[1 - \left(\frac{P_t - P_{min}}{P_{min}} \right) \right]$$

Where:

P_s = Points scored for comparative price of proposal or offer under consideration;

P_t = Comparative price of proposal or offer under consideration; and

P_{min} = Comparative price of lowest acceptable proposal or offer.

Step 2 will be the calculation of points for the specific goals as per table below:

Specific Goal	Number of Points
Women	5
Youth	5
Locality/Province	5
HDI	5

11. CALCULATING THE FINAL SCORE

The points scored for the price (step 1) will be added to the points scored for the specific goals (step 2) to obtain the tenderer's total points scored out of 100.

AREAS OF EVALUATION	POINTS
Price	80
Specific Goals	20
Total	100

12. VALIDITY PERIOD

The validity period for this RFQ is 180 days.

13. ENQUIRIES

Any technical enquiries regarding the terms of reference shall be directed in writing to:

1. Ms Nkhensani Maluleke Email: Maluleke.n@qcto.org.za
2. Ms Sithembile Mabaso Email: Mabaso.s@qcto.org.za

Any SCM related enquiries shall be directed in writing to:

Mr. Lekhotla Motlounq

Email: tenders@qcto.org.za