NAMC
Promoting market access for South African agriculture

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APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE MANAGED INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES TO THE NATIONAL AGRICULTURAL MARKETING COUNCIL (NAMC) FOR A PERIOD OF THREE (3) YEARS

BID NUMBER: NAMC T02 2026

CLOSING DATE: 13 APRIL 2026 @ 11H00

VALIDITY PERIOD: 120 DAYS

NB: Section 16 of this document, the bidder needs to declare and indicate that they have read and understood the document in full.

BIDS OR PROPOSALS MUST BE SUBMITTED ONLY VIA EMAIL: Bids@namc.co.za

FOR GUIDANCE AND TECHNICAL ENQUIRIES, PLEASE REFER TO SECTION 7. SUBMISSION REQUIREMENTS FOR PROPOSALS OR Bids@namc.co.za

Please note the email size limit is 35 MB, please ensure that your attachments are below 35 MB. Bidders can send separate emails with the same subject line in the event that attachments exceed size limit of 35 megabytes (email batch). The bidder must ensure that all the email batches are in our email box before the closing date and time.

Files in PDF format are allowed.

Location of the National Agricultural Marketing Council

Hillcrest Office Park, 177 Dyer Road, Barbet Place, Ground Floor, Hillcrest, Pretoria, 0083

1. INVITATION

The National Agricultural Marketing Council (NAMC) invites all Information and Communication Technology (ICT) service providers to submit proposals to provide managed Information and Communication Technology (ICT) services for a period of three (3) years.

2. INTRODUCTION

2.1. NAMC AND ITS MANDATE

The NAMC is a Schedule 3A Public Entity established in terms of the Marketing of Agricultural Products Act, 1996. The mandate of the NAMC is to advise the Minister of Agriculture on issues relating to the marketing of agricultural products.

2.2. BACKGROUND AND OVERVIEW OF THE NAMC ICT ENVIRONMENT

NAMC operates from a single site with an ICT infrastructure comprising (4) physical servers hosting (10) virtual machines, which provide essential services such as Active Directory, DHCP, DNS, file sharing, print services, and SQL databases. The organization supports approximately (70) users and utilizes Microsoft 365 licenses for email and productivity solutions. The ICT environment also includes disaster recovery mechanisms, network security systems, and a WordPress-based website for public communication.

The appointed Service Provider will be required to provide full support, maintenance, and optimisation of the NAMC's existing ICT software environment, including all software licenses and platforms already procured and in use at the time of appointment.

This includes, but is not limited to:

- Ensuring compatibility, integration, and continuous functionality of current systems;

- Providing technical support, updates, patches, and version control for existing software;

- Troubleshooting and resolving system incidents within agreed service levels;

- Supporting user access, configuration, and system enhancements where required;

- Ensuring minimal disruption to business operations during any upgrades or interventions.

The Service Provider must demonstrate the capability to support a multi-vendor environment and must not impose unnecessary system changes or require replacement of existing software unless formally approved by the Organisation.

NAMC currently procures the licenses required for its environment. The service provider will be required to provide support for the following:

SOFTWARES	QUANTITY
Fortigate-100f 1 Year Unified Threat Protection (UTP)	1
Forti Analyzer Cloud Cloud Based Central Logging Analytics	1
ESET Protect Advance	80
Veeam Data Platform Adv. Universal Subs License Enterprise Plus Edition Included VM, Server or Workstation Agents	10
Microsoft Enterprise licenses	80
Other research applications	

Service providers to note the following NAMC's research applications that requires the support and maintenance:

- GEMPACK
- RunDynam
- GAMS
- STATA
- Power BI Premium
- Tableau
- Eviews
- GTAP database v12
- Quantec Easy Data
- R-Studios

To maintain and enhance this environment, NAMC seeks to appoint a qualified service provider to deliver managed ICT services for a period of three (3) years. The services required encompass a wide range of ICT functions, including the following:

a. ICT Governance and Strategic Support aligned with ITIL and ISO 27001 standards.
b. Infrastructure and Server Management, including patching, monitoring, and capacity planning.
c. Support the integration and installation of research and economic decision-making tools and software
d. Networking Services for LAN/WAN optimization, firewall, and VPN configuration.
e. Backup and Disaster Recovery to ensure business continuity.
f. Website and Digital Communication Management for secure and reliable online presence.
g. Service Desk Operations with defined SLAs for incident and problem resolution.
h. Security Services, including antivirus management, vulnerability scanning, and user awareness training.
i. Additional Support and Training for NAMC ICT staff to build internal capacity.

This initiative aims to strengthen NAMC's ICT environment by ensuring 99.5% uptime, compliance with security standards, and the implementation of best practices for governance, risk management, and operational efficiency. The appointed service provider will play a critical role in enabling NAMC to achieve its strategic objectives through reliable, secure, and innovative ICT solutions.

3. SCOPE OF WORK

3.1.1 ICT Governance and Strategic Support

a. Review and ensure compliance with existing NAMC ICT policies as per the NAMC Policy Universe.

b. Develop and review Standard Operating Procedures (SOPs) for all service towers in conjunction with the NAMC.

c. Support the artificial intelligence strategy aligned with government and NAMC policies.

d. Provide strategic advisory services to support and align with the implementation of the NAMC's ICT Strategy.

e. Support and monitor the implementation of the approved ICT projects in alignment with the ICT Strategy.

f. Provide consulting and planning services to support innovation, productivity, and compliance.

g. Conduct quarterly ICT governance reviews and risk assessments. Updating the policy, as when required, in conjunction with the NAMC.

h. Provide managed services in line with the ITIL framework (preferably latest version).

i. Provide ICT governance support.

j. Alignment with NAMC strategic goals and enterprise architecture.

k. Remediate the audit findings on network for unauthorized changes.

l. Adhere to the 99.5% uptime

3.1.2 Infrastructure and Server Management

a. Manage and maintain server infrastructure, including:

o Active Directory

o Hosting of mailboxes (No of mailboxes: 66)

o Total number of storage mailboxes: Size:1.34 TB - Mailboxes

o Total number of data - 9.31 TB (4.05 TB data, 1.34 TB exchange, 461 GB SharePoint, 471.72 GB One Drive – archive, 3.0124 TB One Drive – Active. Total One Drive - 3.48 TB)

o File and Print Servers

o DNS, DHCP, and WINS

o Physical Servers - 4

o CPU Cores - 18 cores total across all servers

o Virtual Machines - 10 VMs (including replicas)

b. Perform server capacity and availability management.

c. Implement patch management and security updates.

d. Monitor and report on server performance metrics.

e. Manage server room infrastructure (UPS, access control). – uptime and systems availability.

f. Conduct capacity planning, monitoring (preventative maintenance) and compliance for the environment.

g. Remediate the audit findings on network for unauthorized changes.

h. Security maintenance (including anti-virus software, anti-malware and Firewall) and adhere to the security maintenance checklist from the NAMC

i. Management of Microsoft Windows OS across servers and endpoints

j. Patch management and OS security compliance (servers and end user devices)

k. Server, storage, and network hardware provisioning and maintenance

l. Adhere to the 99.5% uptime

3.1.3 Networking Services

a. LAN/WAN management – Firmware updates (N-1)

b. Firewall and VPN configuration

c. Network performance optimization

d. Remediate the audit findings on network for unauthorized changes.

e. Adhere to the 99.5% uptime
   Provide a Network Monitoring Dashboard tool with real-time visibility of LAN/WAN performance, alerts, and reporting capabilities

3.1.4 Backup and Disaster Recovery

Backup:

a. Manage backup schedules in line with the NAMC backup policy.

b. Perform daily, weekly, and monthly backups of all business applications and data.

c. Conduct tests to restore and validate disaster recovery procedures.

d. Maintain offsite storage and ensure data availability

e. Train NAMC ICT staff on backup management.

- Centralized data storage and management

- Data integrity and access control

f. Ensure business operations can continue in cases of a disaster in line with the NAMC Business Continuity Plan (BCP) and ICT Strategy

g. Remediate the audit findings on network for unauthorized changes.

h. Adhere to the 99.5% uptime

ICT Backup, restore, replication and Storage:

Backup schedule:

a. Daily incremental backups from Monday to Thursday.
b. Weekly full backups on weekends.
c. Monthly full backups on the last Friday of the month.
d. Yearly full backups on the last Friday of the last month of the year.

Retention periods:

- Daily backups are retained for four (4) weeks
- Weekly backups are retained for four (4) weeks
- Monthly backups are retained for twelve (12) months
- Yearly backups are retained for five (5) years

Disaster Recovery:

The primary objectives for the Cloud-Based DR Service are as follows:

a. Analyse and understand NAMC's current on-premises and cloud environment.
b. Ensure DR capabilities that provide data restoration up to 24 hours before a disaster event (Recovery Point Objective - RPO) with a 6-hour restoration time (Restore Time Objective - RTO).

c. Location Compliance: Host datacentres must be located in Gauteng, South Africa.

d. Uptime Guarantee: Ensure 99.9% service uptime.

e. Remote Access: Provide efficient remote access to the secondary datacentre.

f. Synchronization Flexibility: Allow data synchronization to the DR site at customizable dates and times.

g. Bandwidth Provisioning: Offer high bandwidth for optimal remote access.

h. DR Drills: Conduct two DR drills during the contract period to validate failover processes.

3.1.5 Website and Digital Communication Services

a. Provide updates, technical support, hosting, and maintenance for the NAMC website (WordPress CMS).

b. Ensure security through HTTPS, login protection, and plugin management.

c. Manage domain renewals and provide quarterly analytics reports.

d. The current usage of the website is 40.5GB.

e) Provide a license for a bulk email system, preferably Everlytic or any other equivalent system, to facilitate our electronic communications. 250 000 Subscribers.

f) Remediate the audit findings on network for unauthorized changes.

g) Adhere to the 99.5% uptime.

3.1.6 Reporting and Documentation

a. Produce monthly, quarterly, and annual reports on vendor and system performance.

b. Provide incident, problem and change management functions (IPC) in accordance with the ITIL framework.

c. Review and update Disaster Recovery Plans and SOPs quarterly as and when the need arises.

d. Delivery of comprehensive monthly and quarterly reports, which must include, but are not limited to, the following elements:

o Compliance status,

o Incident summaries,

o Trend analyses,

o Capacity metrics,

o Root cause investigations, and any other relevant operational issues.

Reports must also contain clear, actionable recommendations aimed at improving service performance, resilience, and alignment with agreed service levels

e. Provide accurate daily and weekly reporting for all the service towers.

f. Adhere to the 99.5% uptime

3.1.7 Service Desk

3.1.7.1 Ticket Logging Requirements

- Ticket Submission Methods:

o Web-based Service Desk Portal

o Email to designated support address

- Ticket Categorization:

o Incident

o Service Request

o Change Request

o Problem

3.1.7.2. Communication Channels

- Primary Channels:

o Service Desk Portal (for ticket tracking and updates)

o Email notifications (for ticket updates and escalations)

- Escalation Procedures:

o Tier 1: Technical specialists

o Tier 2: Vendor or third-party support (if applicable)

o Provide 3rd level support and remote support to the service desk queries (Escalations).

- Client Communication Expectations:

o Acknowledgment of tickets within SLA-defined response time

o Response and resolution times will be defined in the SLA, with priority-based escalation

o Regular updates for ongoing issues

o Notification upon resolution and closure

3.1.7.3. Technologies and Systems

a. Service Desk Platform:

o Hosted and maintained by the Service Provider

o Must support ticket lifecycle management, reporting, and SLA tracking

b. Integration Requirements:

o Email system integration for ticket updates

o integration with monitoring tools or asset management systems, example, network dashboard monitoring tool

c. Reporting and Analytics:

o Monthly SLA performance reports

o Ticket volume and resolution trends

o Client satisfaction metrics

d. Security and Compliance:

o Data encryption in transit and at rest

o Role-based access control

o Compliance with relevant data protection regulations (e.g., POPIA, GDPR)

o Enable end users to solve simple and repetitive incidents on their own by accessing relevant solutions in the knowledge Questions and Answers.

e. Remediate the audit findings on network for unauthorized changes.

f. Adhere to the 99.5% uptime

3.1.8 Security Services

a. Total number of desktop, laptops and servers: 90 that needs to be installed with AV.

b. Anti-Virus Management - Verify real-time protection is enabled

c. Anti-Virus Management - Run full system scans

d. Anti-Virus Management -Review threat logs and quarantine reports

e. Anti-Virus Management - Update virus definitions

f. Patch Management - Apply OS security patches

g. Software Updates - Update browsers and plugins

h. Software Updates - Remove unsupported or legacy software

i. Firewall & Network - Review firewall rules

j. Firewall & Network - Monitor network traffic for anomalies

k. Firewall & Network - Block known malicious IPs/domains

l. Vulnerability Scanning - Run vulnerability scans

m. Vulnerability Scanning - Remediate identified vulnerabilities

n. Access Control - Review user access rights

o. Access Control - Enforce MFA for all users

p. Access Control - Audit admin privileges

q. User Awareness - Conduct phishing simulation

r. User Awareness - Provide security awareness training

s. Incident Response - Review and update incident response plan

t. Incident Response - Test incident response procedures

u. Backup & Recovery - Verify backup jobs completed successfully

v. Backup & Recovery - Test restore procedures

w. Backup & Recovery - Ensure backups are protected from ransomware

x. Adhere to the 99.5% uptime

y. Total users: 70 standard users

3.1.9 SharePoint Administration and Technical Support

The appointed service provider shall be responsible for the following activities:

a. Perform administration duties on the NAMC SharePoint Online tenant, including management of site collections, subsites, hubs, libraries, lists, and content structures.

b. Maintenance of permissions, access control, and security groups in accordance with approved governance policies.

c. Execution of routine system checks, performance reviews, and platform health assessments.

d. Incident resolution and technical support for all SharePoint-related issues, including (but not limited to):

- o Access and authentication issues
- o Performance degradation
- o Broken or failing workflows
- o Integrations with Microsoft 365 services
- o Storage management and quota utilisation

e. Provision of guidance on platform optimisation in alignment with Microsoft best practices.

Support for Power Platform and Automation

The service provider shall:

a. Provide support and troubleshooting for Power Automate workflows integrated with SharePoint.
b. Assist with enhancements and optimisation of automation components to improve reliability and efficiency.
c. Support Power Apps solutions linked to SharePoint data sources.
d. Provide technical advice relating to the design and governance of low-code/no-code solutions built on the Microsoft Power Platform.

SharePoint Governance, Compliance and Security

The service provider shall enforce appropriate governance mechanisms, including:

a. Policies relating to site provisioning, permission management, metadata standards, naming conventions, and content lifecycle.
b. Implementation and monitoring of security controls aligned with POPIA, cybersecurity best practices, and Microsoft 365 governance capabilities.
c. Recommendations to improve SharePoint security posture, including the use of Data Loss Prevention (DLP), retention labels, and sensitivity labels.
d. Maintenance of versioning, retention, and document lifecycle policies.

Content and Information Architecture Support

The service provider will provide content support and advisory services, including:

a. Assistance with document management configuration, including metadata and content types.
b. Support to business units in maintaining document libraries, custom views, and content organisation structures.
c. Recommendations on information architecture improvements to enhance usability and searchability.

SharePoint Enhancements and Configuration

The service provider shall:

a. Assist in the maintenance of site pages, modern web parts, and communication and team sites.

b. Provide recommendations and configuration support for departmental dashboards, templates, and reusable components.

Offer best-practice guidance for site layout, navigational structure, and user experience optimisation.

Service Levels

The SharePoint Support Service Tower shall comply with the following minimum service levels:

a. Availability: SharePoint Online availability of 99.5%, aligned to Microsoft 365 service commitments.

Reporting Requirements:

a. Monthly SharePoint support and performance reports
b. Incident and resolution summaries
c. Change and enhancement activities
d. User support and adoption metrics

Deliverables

The service provider shall submit the following deliverables:

a. Monthly performance and incident reports
b. Updated SharePoint governance documentation, where applicable
c. SharePoint environment health and optimisation reports
d. Recommendations for continuous improvement

NB. For more information about our Server Environment – (One Site) and Network Diagram, please refer to annexure B and C respectively.

4. EVALUATION PROCESS

The evaluation process will follow the stages detailed below:

- Administrative compliance (Stage 1)
- Functionality (Stage 2)
- Presentation (Stage 3); and
- Pricing and Specific goals (Stage 4).

STAGE 1: ADMINISTRATION AND MANDATORY REQUIREMENTS

Submitted proposals will be duly examined to determine compliance with bidding requirements and conditions (completion and attachment of compulsory documents).

Proposals with deviations from the requirements/conditions will be disqualified before stage 2 (two) of the evaluation process.

Failure to submit mandatory requirements will result in disqualification for further participation in the evaluation process.

Administrative Requirements		Check list √ Tick each box
SBD 1	Completed, attached and signed	
SBD 3.1:	Completed, attached and signed	

SBD 4: Completed, attached and signed	
SBD 6.1: Completed, attached and signed	
Terms of Reference document: Completed, attached and signed	
General Conditions of Contract: Initialled and attached	
Company Registration documents	
Valid B-BBEE Certificate or attached (certified copy) or Sworn Affidavit	
Accreditation, certification from Microsoft and others to work on VM	
Detailed company profile (TO BE USED FOR FUNCTIONAL EVALUATION)	
Reference letter (TO BE USED FOR FUNCTIONAL EVALUATION)	
Project plan (TO BE USED FOR FUNCTIONAL EVALUATION)	
Comprehensive CV and certified qualifications (TO BE USED FOR FUNCTIONAL EVALUATION)	
ICT governance methodology (ITIL Framework) (TO BE USED FOR FUNCTIONAL EVALUATION)	
Proof of registration on Central Supplier Database (managed by National Treasury)	

Mandatory Requirements
ICT Security Policy Compliance (ISO 27001) Certificate and it must be valid within the closing date of this bid.
NAMC prefers Datacentre to be within Gauteng Province, confirm by completing attached annexure "D" for Datacentre.

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| The service provider must be a Microsoft partner and submit valid proof of partnership. |
| The service provider must be a FortiNet/FortiGateway Firewall partner and submit valid proof of partnership. |
| The service provider must be a ESET Antivirus partner and submit valid proof of partnership. |
| The service provider must be a Veeam Backup Solution partner and submit valid proof of partnership. |

Note: All SBD forms must be submitted (signed) noting where it is not applicable. If any specific SBD form is not submitted, documentary proof clearly stating the reasons must be attached.

STAGE 2 TECHNICAL (FUNCTIONALITY) PROPOSAL

Note: The minimum qualifying score for functionality is 70 points out of 100 points. All bidders that fail to achieve the minimum qualifying score on functionality shall not be considered for stage 3 process.

No	Description	Subdivision of Functional Criteria	Points Weighting	Total Points
1	**Company experience, skills and capacity of service provider and their personnel.**	Experience of service provider and their personnel in the provision of managed ICT services according to the scope of work in section 3. Factors we are looking for are the following:	15	15

No	Description	Subdivision of Functional Criteria	Points Weighting	Total Points
	Reference documents: Detailed company profile, including an organogram demonstrating how you will be able to support nine ICT service towers and state the qualifications of the personnel and their experience (Please refer to section 3 for nine ICT service towers) **Please this must exclude a project manager and service manager**	***Company experience in supporting nine listed ICT service towers.** ***Personnel experience and qualifications in supporting nine listed ICT service towers** Non submission of company profile and organogram = 0 points 1 Submission of company experience in supporting nine listed ICT service towers = 5 points 2 Submission of personnel experience in supporting nine listed ICT service towers = 5 points 3 Submission of qualifications in supporting nine listed ICT service towers = 5 points		

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No	Description	Subdivision of Functional Criteria	Points Weighting	Total Points
2	**ICT governance methodology (ITIL Framework)** **Methodology document will be used for evaluation**	Incident management, Problem management and Change management Non submission = 0 point Incident management =5 points Problem management =5 points Change management=5 points	15	15
3	**Project plan** **Document to be used for evaluation: Project plan**	Estimated Transition period No indication of Estimated Transition period= 0 Two weeks = 15 points Three weeks = 10 points One month = 5 points	15	15
4	**References** The potential bidder must provide and attach formal testimonial/references letters with logo, letterhead and contactable details on similar work/services executed, signed by company representative.	Reference Letters with feedback that contains similar ICT services from previous clients. No indication of ICT services rendered = 0 No attached reference letters = 0 1-2 Reference letters= 5 3- 5 Reference letters=10 More than 5 Reference letters=15	15	15

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No	Description	Subdivision of Functional Criteria	Points Weighting	Total Points
	verifiable clients where similar ICT services were done in the past in the past 24 months. **Reference letters to be used for evaluation.**			
5	**Personnel Experience** **Provide a comprehensive CV**	Detailed CV that shows experience of project manager. 1-4 years' experience =3 points 5-7 years' experience= 5 points Above 7 years=10 points	10	10
6	**Personnel qualifications** **Certified copies of qualifications to be used for evaluation**	**Certified copies** of qualifications for a project manager No indication = 0 points Master's degree, (NQF9) =10 points Honours degree, (NQF8) =7 points Bachelor's degree, (NQF7) =5 points National Diploma, (NQF6) =3 points	10	10

No	Description	Subdivision of Functional Criteria	Points Weighting	Total Points
7	**Personnel Experience** **Provide a comprehensive CV**	Detailed CV that shows experience of service manager. No indication = 0 points 1-4 years' experience =3 points 5-7 years' experience= 5 points Above 7 years=10 points	10	10
8	**Personnel qualifications** **Certified copies of qualifications to be used for evaluation**	**Certified copies** of qualifications for a service manager No indication = 0 points Honours degree, (NQF8) =10 points Bachelor's degree, (NQF7) =6 points National Diploma, (NQF6) =3 points	10	10
	Minimum threshold for technical (functionality)			**70**
	TOTAL			**100**

Proposals that score less than 70 points of the scores for functionality will be disqualified from further participation under stage 3.

STAGE 3: PHYSICAL INSPECTION

Bidders who have passed stage 2 of evaluation will proceed to stage 3. Physical inspection of the datacentre

NAMC would want to conduct physical inspection. Please refer to stage 3 of evaluation

Datacentre must be in Gauteng (refer to 3.1.4, subsection C)

	FOCUS AREAS FOR OBSERVATION DURING INSPECTION	Points
1	**Availability of datacentre**	**5**
2	**Access control to datacentre**	**5**
3	**Power back-up**	**5**
4	**Air conditioner (Cooling system)**	**5**
5	**Datacentre environmental monitoring tool**	**5**
6	**Fire suppression system**	**5**
TOTAL		**30**
Minimum threshold		**30**

Bidders must score total points, 30 points to qualify for further participation under stage 4.

STAGE 4: PRICE AND SPECIFIC GOALS

All quotations up to the rand value of R 50 000 000.00 including all applicable taxes will be evaluated on the 80/20 principle as prescribed by the Preferential Procurement Policy Framework Act 5 of 2022 and its Regulations.

NB - Bidders are required to submit copies of valid B-BBEE certificates or sworn affidavits bids to substantiate their specific goal as stated below

However, Bidders who do not submit copies of valid B-BBEE certificates or sworn affidavits will not qualify for specific goals points, however, they will not be disqualified from the bidding process.

The lowest acceptable price will score 80 points; the 20 specific goals points will be allocated as follows:

SPECIFIC GOAL	TOTAL POINTS
Percentage (%) Black Ownership	Points (10)
91-100	10
81-90	9
71-80	8
61-70	7
51-60	6
41-50	5
31-40	4
21-30	3
11-20	2
1-10	1

SPECIFIC GOAL	TOTAL POINTS
0	0

Percentage (%) Ownership By Women	Points (4)
81-100	4
51-80	3
31-50	2
1-30	1
0	0

Percentage (%) Ownership By Youth	Points (4)
81-100	4
51-80	3
31-50	2
1-30	1
0	0

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SPECIFIC GOAL	TOTAL POINTS
Percentage (%) Ownership By People with Disability	Points (2)
51-100	2
1-50	1
0	0

5. PRICING SCHEDULE

Pricing will be fixed and all inclusive

For pricing and pricing schedule, please refer to
Annexure A

6. VALIDITY OF PROPOSAL

- The service provider is required to confirm that it will hold its proposal valid for 120 days from the closing date of the submission of proposals.
- In exceptional circumstances, the NAMC may solicit the bidder's consent to an extension of the period of the validity of the bid. The request and responses thereto shall be made in writing.

7. SUBMISSION REQUIREMENTS FOR PROPOSALS

- In case of joint ventures, bidders must provide a clear agreement regarding joint venture/consortia
- A trust, consortium or joint venture must submit a copy of valid consolidated B-BBEE certificate or any valid BBBEE verifiable proof.

For more information relating to Supply Chain Management and submissions of bids or proposals, please use an email below:

Bids@namc.co.za or 012 341 1115

BIDS OR PROPOSALS MUST BE SUBMITTED VIA EMAIL ONLY:
Bids@namc.co.za

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APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE MANAGED INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES TO THE NATIONAL AGRICULTURAL MARKETING COUNCIL (NAMC) FOR A PERIOD OF THREE (3) YEARS **BID NUMBER:**	**NAMC T02 2026**
CLOSING DATE	**13 APRIL 2026 @ 11H00**
ENQUIRIES CLOSING DATE: **ALL QUESTIONS TO BE EMAILED TO:** **Bids@namc.co.za** Responses to enquiries to be published on **07 April 2026** on: -www.namc.co.za > Explore NAMC > Advertised tenders -eTender	**02 APRIL 2026 @ 11H00**
BIDS OR PROPOSALS MUST BE SUBMITTED VIA EMAIL ONLY:	**Bids@namc.co.za**
VALIDITY PERIOD:	**120 DAYS**

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8. EVALUATION CRITERIA AND COMPLIANCE VERIFICATIONS

a) Tax compliance status verification through the Central Supplier Database (CSD) or SARS website using Tax Pin prior to the awarding of price quotation will be conducted.

9. LANGUAGE OF COMMUNICATION

All documentation submitted in response to this bid must be in English.

10. COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements, and specifications of this bid before submitting proposals. Each bidder assumes all risks for resource commitment and direct or indirect expenses of proposal preparation and participation throughout the bid process. NAMC is not directly or indirectly responsible for any costs incurred by tenderers.

11. CORRECTNESS OF RESPONSES

11.1. The bidder must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the bid. The prices and rates quoted must cover all obligations under any resulting contract.

11.2 The bidder accepts that any mistakes regarding prices and calculations will be at their own risk.

12. VERIFICATION OF DOCUMENTS

12.1 Bidders should check the page numbers to ensure that none are missing or duplicated. NAMC will accept no liability for anything arising from missing or duplicated pages.

12.2 Only one electronic copy of the proposal must be submitted via email to Bids@namc.co.za. If the bidder sends more than one proposal, the first submission shall take precedence unless it is recalled/withdrawn in writing by the bidder.

13. ADDITIONAL TERMS AND CONDITIONS

13.1 A tenderer shall not assume that information and/or documents supplied to NAMC, at any time before this request, are still available to NAMC, and shall consequently not make any reference to such information document in its response to this request.

13.2 Copies of any affiliations, memberships, and/or accreditations that support your submission must be included in the tender.

13.3 An omission to disclose material information, a factual inaccuracy, and/or misrepresentation of fact may result in the disqualification of a tender or cancellation of any subsequent contract.

13.4 Please comply with all the terms and conditions in this document to ensure the proposal is valid.

14. NAMC RESERVES THE RIGHT TO:

14.1 Extend the closing date.

14.2 Verify any information contained in a proposal.

14.3 Request documentary proof regarding any tendering issue.

14.4 Appoint one or more service providers, separately or jointly (whether they submitted a joint proposal).

14.5 Award this tender as a whole or in part.

14.6 Cancel or withdraw this tender as a whole or in part

15. POPIA PROTECTION OF PERSONAL INFORMATION

All bidders agree that personal information of people related to or linked with bidders or respondents to this request for proposals may be required to fulfil the requirements for submitting a bid. All bidders agree that the NAMC may collect, keep and process such information provided that the aforesaid uses shall be for purposes of evaluating the bid submitted. Where the information is sought to be used for other purposes, further and specific consent shall be obtained.

16. DECLARATION BY THE BIDDER

I, ……………………………………………………………………….… (Full Name and Surname) the undersigned certify that the information provided is true and correct and understand the contents of the document in full.

SIGNATURE:

DATE:

Hillcrest Office Park, 177 Dyer Road, Barbet Place, Ground Floor, Hillcrest, Pretoria, 0083
Private Bag X935, Pretoria, 0001
Tel: 012 341 1115 | Email: info@namc.co.za
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APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE MANAGED INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES TO THE NATIONAL AGRICULTURAL MARKETING COUNCIL (NAMC) FOR A PERIOD OF THREE (3) YEARS. BID NUMBER: NAMC T02 2026

ANNEXURE A: PRICING SCHEDULE

BIDDER'S NAME: _____

SERVICE TOWERS	YEAR 1	YEAR 2	YEAR 3	TOTAL
3.1.1 ICT Governance and Strategic Support	R	R	R	R
3.1.2 Infrastructure and Server Management	R	R	R	R
3.1.3 Networking Services	R	R	R	R
3.4 Backup and Disaster Recovery	R	R	R	R
3.1.5 Website and Digital Communication Services	R	R	R	R
3.1.6 Reporting and Documentation	R	R	R	R

SERVICE TOWERS	YEAR 1	YEAR 2	YEAR 3	TOTAL
3.1.7 Service Desk	R	R	R	R
3.1.8 Security Services	R	R	R	R
3.1.9 ICT workshops, Physical and remote support	R	R	R	R
TOTAL EXCLUDING VAT				R
TOTAL INCLUDING VAT				R

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ANNEXURE B- Server Environment

Server Environment – (One Site)

SERVER INFORMATION				
Host servers	HOST	Virtual Machine - 1	Virtual Machine - 2	Virtual Machine - 3
Server Name	NAMCProd01	NAMC-SRV	NAMC-ESS	NAMC-AD1
Make	Lenovo			
CPU	Intel Xeon E-5-2420 0			
Operating system	Windows server 2019	Windows server 2022	Windows server 2022	Windows server 2022
DNS		NAMC-SRV.NAMCDOM.local	NAMC-ESS.NAMCDOM.local	NAMC-ESS.NAMCDOM.local
HDD	7TB	3TB	500Gb	200Gb
Memory	40G	14G	8G	6G
Server role	Production Host Server/ BackU	File Share/server	VIP, VIP ESS, SQL	AD, DHCP, DNS
Applications installed				
License				
Raid	6			
Backup				

(SERVER -1)

|	Host servers	HOST
	Server Name	NAMCHost01
	Make	Lenovo (ThinkSystem ST250)
	CPU	Intel Xeon E-2224
	Operating system	Windows server 2022
SERVER -2	HDD	7TB
	Memory	32G
	DNS	
	Server role	WSUS
	Applications installed	
	License	
	Raid	5
	Backup	

Host servers	HOST	NAS-1	Virtual Machine - 1	Virtual Machine - 2	Virtual Machine - 3	Virtual Machine - 4	Virtual Machine - 5
Server Name	NAMC-DR	NAMC-NAS-01	NAMC-SRV_replica	NAMC-ESS_replica	NAMC-AD1_replica	NAMC-SCAN_replica	NAMC-DC2_replica
Make	LENOVO (ThinkServer TS460)	NETGEAR					
CPU	Intel Xeon E3-1220 v6						
Operating system	Windows Server 2022	Version 6.10.10	Windows server 2022	Windows server 2022	Windows server 2022	Windows server 2022	Windows server 2022
HDD	7TB	16TB	3TB	500Gb	200Gb	500GB	500GB
Memory	32G		14G	8G	6G	8GB	8GB
DNS							
Server role	DR Server		AD, DHCP, DNS, File server	VIP, VIP ESS, SQL	AD, DHCP, DNS	Print Server	Secondary AD
License							
Raid	10						
Backup							

TOR FOR PROVISIONING OF MANAGED INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES TO THE NATIONAL AGRICULTURAL MARKETING COUNCIL

	Server Name	MON-SRV	Virtual Machine - 1	Virtual Machine - 2
	Make	Lenovo (ThinkSystem ST250)	NAMC-DC2	NAMC-SCAN
	CPU	Intel Xeon E-2224		
SERVER -4	Operating system	Windows server 2022	Windows server 2022	Windows server 2022
	HDD	4,5TB	500TB	500TB
	Memory	32G	8G	8G
	DNS			
	Server role	Monitoring Server	Monitoring Server	Monitoring Server

User count for the organization = average 70 users

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ANNEXURE C- Network diagram
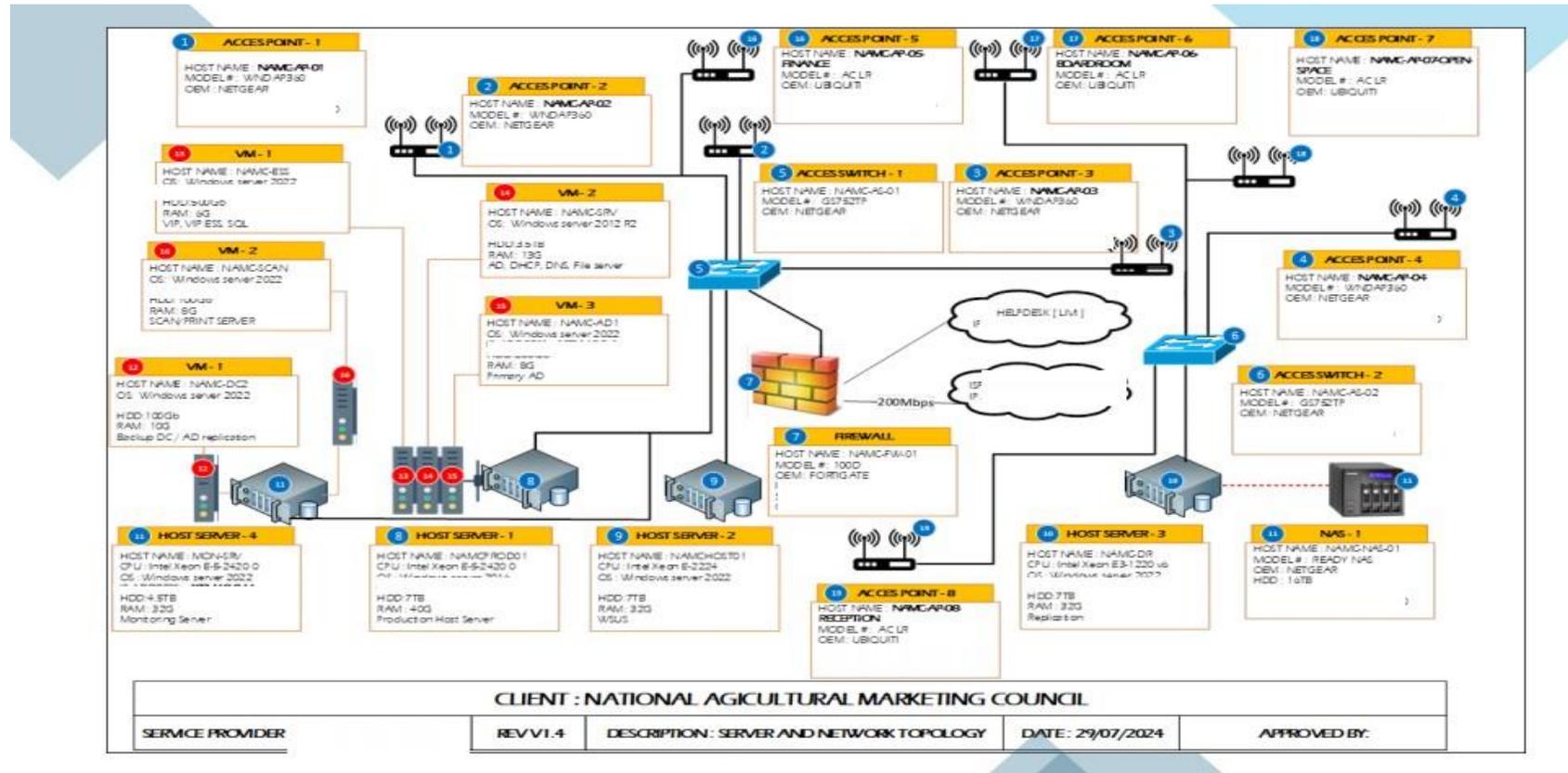
ANNEXURE D

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE MANAGED INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES TO THE NATIONAL AGRICULTURAL MARKETING COUNCIL (NAMC) FOR A PERIOD OF THREE (3) YEARS. BID NUMBER: NAMC T02 2026

DATACENTRE DETAILS

Datacentre must be in Gauteng (refer to 3.1.4, subsection C).

BIDDER (COMPANY NAME:	
NAME OF COMPANY HOSTING DATACENTRE	
ADDRESS OF DATACENTRE	

DECLARATION:

1. **I am aware that datacentre must be in Gauteng**
2. **I agree that I will give access to the bid evaluation committee members to evaluate the datacentre as per stage 3 PHYSICAL INSPECTION.**

BIDDER (NAME OF REPRESENTATIVE): …………………………………………..

SIGNATURE: ……………………………………………………….

DATE: ……………………………………………………………………