

## TERMS OF REFERENCE – REQUEST FOR QUOTATIONS

### SUPPLY, INSTALLATION AND SUPPORT OF INFORMATION TECHNOLOGY SERVICE MANAGEMENT (ITSM) SYSTEM FOR A PERIOD OF TWO (2) YEARS.

Food & Beverages Manufacturing Sector Education and Training Authority's (FoodBev SETA) hereby invites you to submit quotations to supply, install, maintain, and support the IT Service Management system in line ITIL best practises:

<b>Closing date of submission</b>	<b>15 December 2021</b>
<b>Closing time of submission</b>	16:00
<b>Quotes to be e-mailed to</b>	<a href="mailto:scm@foodbev.co.za">scm@foodbev.co.za</a>
<b>All quotes must be valid for at least</b>	30 days
<b>Delivery address for the services</b>	7 Wessels Road, Rivonia, Johannesburg
<b>Compulsory Briefing</b>	<b>N/A</b>

All queries/ clarifications can be sent in writing, citing the bid reference above to the under-mentioned person before the closing date for the quote:

<b>Queries address to</b>	Mabolane Mankga
<b>Telephone Number: Landline</b>	011 253 7300
<b>e-mail address to send queries</b>	<a href="mailto:scm@foodbev.co.za">scm@foodbev.co.za</a>

## 1. BACKGROUND

FoodBev SETA is a Schedule 3A Public Entity established in terms of the Skills Development Act 97 of 1998. FoodBev is currently operating in Johannesburg at number 7 Wessels Road, Rivonia. FoodBev SETA's function is to promote, facilitate and incentivize skills development in the food and beverages manufacturing sector.

FoodBev SETA is one of 21 Sector Education and Training Authorities (SETAs) across the economy mandated to facilitate the delivery of skills development in the country in line with National Skills Development Plan (NSDP) outcomes.

## 2. PURPOSE

The purpose of this specification is to outline the scope of work for the Information Technology Service Management (ITSM) System. The ITSM system automate the process of managing the IT services provided to business while optimizing efficiency and providing a platform to enable continuous improvement. This specification provides the scope of required services and will be used as the specification document when sourcing the ITSM system.

## 3. SCOPE OF WORK

- 3.1. The ITSM tool should be **BMC Track-IT**
- 3.2. The following are the minimum services and features the ITSM system must provide:
- Helpdesk (10 named technicians)
  - Software License Management
  - Endpoint Management, with features such as:
    - IT assets management (120 assets)
    - Patch and Software management
    - Remote management
  - Licenses plus basic maintenance and support (24 months)
  - Training of Administrators and users (Skills transfer)
  - Mobile compatibility
  - User Self Service (100 users)
  - Reporting capabilities.

## 4. EVALUATION CRITERIA

- 4.1. **Criteria 1:** Compliance evaluation – bidders will first be evaluated in terms of compliance which meets the minimum requirements. Bidders who do not fulfil all the requirements or do not submit required documents will be disqualified and not move onto the next stage of evaluation.
- 4.2. **Criteria 2:** Functional criteria – Functionality points are equal to **100 points**. Bidders are required to achieve a minimum score of **70 points** on functionality evaluations to qualify to be evaluated on BBEE & Price. All bidders who do not score the minimum points will be disqualified.
- 4.3. **Criteria 3:** Price and BBEE status level of contributor and this will be evaluated on an 80/20 preferential procurement principle.

## 5. CRITERIA 1 - COMPLIANCE EVALUATION

### 5.1 The Bidders must submit:

- 5.1.1 Must be registered on the National Treasury CSD (Central Supplier database): A full report must be submitted.
- 5.1.2 Standard Bidding Documents (SBD) forms: (SBD 1, SBD 4, SBD 6.1, SBD 8 & SBD 9): completed and signed by the duly authorized person
- 5.1.3 Tax clearance certificate and Pin.
- Failure to submit the above documents will result in the bidder being disqualified.



## 6. CRITERIA 2 - FUNCTIONALITY EVALUATION

Functional criteria	Weight
<b>1. Capacity and Competency</b> <p>The bidder must have at least 5 years' experience in providing ICT support services. The Potential bidder must provide at least three (3) testimonial/reference letters from contactable clients (excluding FoodBev) for the installation, maintenance and support of the ITSM system.</p> <p>The reference letters must be on the bidder's client's letterhead, duly signed by the authorized person, reflecting the level of service and performance provided by the bidder:</p> <ul style="list-style-type: none"> <li>▪ Less than 2 reference letters = 0.00 points</li> <li>▪ At least two (2) reference letters = 10.00 points</li> <li>▪ At least three (3) reference letters = 30.00 points</li> <li>▪ More than three (3) reference letters = 50.00 points</li> </ul>	50.00
<b>2. Project Plan/ Methodology</b> <p>A detailed execution plan with clear activities and timelines in response to the terms of reference.</p> <p>The details on:</p> <ul style="list-style-type: none"> <li>• Design and installation plan</li> <li>• Training plan</li> <li>• Maintenance and support plan with details on service levels (mean time to repair/ restore services). The bidder to provide the incident report procedure (the reporting process, contact details and escalation procedure)</li> <li>• No project plan submitted = 0.00 points</li> <li>• Submission of a project plan with no clear activities and timelines and did not include all requirements= 20.00 points</li> <li>• Submission of detailed project plan with clear activities and clear timelines which includes all the requirements = 50.00 points</li> </ul>	50.00
<b>Total</b>	<b>100.00</b>

## 7. CRITERIA 3 – PRICE AND POINTS

### 7.1 PREFERENCE POINTS ALLOCATION

- a. 80/20 preference point system for acquisition of goods or services for Rand value equal to or above R30 000 and up to R50 million as follows:

CRITERIA	SUB-CRITERIA	POINTS
Price	Detailed budget breakdown	80
BBBEE Status Level Verification certificate from accredited verification agencies	BBBEE Level Contributor	20
Total Points		<b>100</b>



## 8. CONDITIONS OF CONTRACT

The successful service provider undertakes:

- a) To treat all relevant and available data and/or information provided by the FoodBev SETA and its employees strictly confidential.
- b) Not to discuss or make any information available to any member of the public, press or other service provider/consultant or any other unauthorized person(s) except as authorized by the Chief Executive Officer of the FoodBev SETA or her delegate;
- c) Not to copy or duplicate any software or documentation for private use;
- d) To give back to the FoodBev SETA all documentation, reports, programmes etc upon completion of the project;
- e) General conditions of the request for quotation (RFQ), contracts and orders will be applicable in the execution of the contract;
- f) Parking and travel between the prospective service provider's office and the venue selected by the SETA will be borne by the Service Provider;
- g) Failure to adhere to the above conditions will lead to the invalidation of the quotation;
- h) The FoodBev SETA reserves the right to discontinue work on any element of the quotation at any given time in consultation with the Chief Executive Officer of the FoodBev SETA, for example the quality of work delivered is poor or the service provider is unduly delaying delivery of service.
- i) Enter into a Service Level Agreement with the FoodBev SETA, where applicable or necessary.

## 9. PROCEDURES FOR SUBMITTING PROPOSALS

The closing date for proposals is 15 December 2021 at 16:00.

**Prepared by:**

**Mr. Goitseona Mmope (ICT Officer)**

Date: 30.11.2021

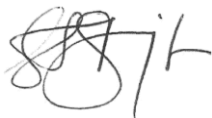


Signature: \_\_\_\_\_

**Reviewed and supported by:**

**Mr. Siyabonga Dyosiba (Manager ICT)**

Date: 30.11.2021



Signature: \_\_\_\_\_

