

TERMS OF REFERENCE – REQUEST FOR QUOTATIONS

SUPPLY, INSTALLATION AND SUPPORT OF IT SERVICE MANAGEMENT SOLUTIONS FOR A PERIOD OF ONE (1) YEAR.

Food & Beverages Manufacturing Sector Education and Training Authority (FoodBev SETA) hereby invites you to submit quotations for supply, installation, and support of IT service management solutions.

Closing date of submission	18 February 2022
Closing time of submission	16:00
Quotes to be e-mailed to	scm@foodbev.co.za
All quotes must be valid for at least	30 days
Delivery address for the services	7 Wessels Road, Rivonia, Johannesburg
Compulsory Briefing	N/A

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:

Queries address to	Mr Mabolane Mankga
Telephone Number: Landline	011 253 7300
e-mail address to send queries	scm@foodbev.co.za

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

FoodBev SETA is seeking a reputable service provider to the supply, installation, and support of IT service management solutions.

3. SCOPE OF WORK

Solution	Features (not exhaustive)	Requirements	More Information
1. ManageEngine Service Desk Plus	a. Enterprise Service Management b. Incident Management c. Problem Management d. Asset management e. Change Management f. CMDB g. Self Service Portal	• 20 Technicians	• Installation and configuration services for the solutions required • Training of FoodBev SETA IT staff on the solutions is required • Licensing for the solutions is 12 months (1 year) • Cloud-based installation required
2. ManageEngine Desktop Central Plus	a. Patch Management b. Software and OS Deployment c. Remote Desktop Sharing d. IT Asset Management e. Mobile Device Management f. User Administration	• 150 devices (workstations and mobile devices) • Additional 5 Users	
3. ManageEngine AD SelfService Plus	a. Self Service (password reset, unlocks and updates by end-users)	• 100 end-users	
4. ManageEngine AD Audit Plus	a. AD monitoring b. Windows logon monitoring c. Security and compliance auditing d. User accounts activity monitoring e. Reporting capabilities (customizable)	• 100 domain users • 2 Domain controllers • 2 File Servers • 6 additional member servers • 150 workstations	



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** Bidders must be OEM certified/authorized to provide the required goods/services.
- 5.1.2** Must be registered on the National Treasury CSD (Central Supplier database):
- 5.1.3** Standard Bidding Documents (SBD) forms: (SBD 1, SBD 4, SBD 6.1, SBD 8 & SBD 9): completed and signed by the duly authorized person
- 5.1.4** 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
1. Capacity and Competency	
Company Experience with at least three (4) years' experiences in providing similar goods and services. Bidder must provide reference letters relating supply, installation and support of the solution, which must be on the client's letterhead and signed by authorized personnel. ▪ No reference letters = 0.00 points ▪ One (1) reference letter= 10.00 points ▪ Two (2) reference letters = 20.00 points ▪ Three (3) reference letters = 30.00 points ▪ Four (4) reference letters and above = 50 points	50.00
3. Project Plan	
A detailed execution plan with clear activities and timelines in response to the terms of reference. The project plan must comply with all requirements of the terms of reference namely: ▪ Service Desk Plus ▪ Desktop Central Plus ▪ AD SelfService Plus ▪ AD Audit Plus The 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).	50.00



▪ No project plan submitted = 0.00 points ▪ Project plan submitted without clear timelines and activities and did not comply or include all the 5 requirements = 10.00 points ▪ Project plan submitted with clear timelines and activities and comply or includes all the 5 requirements = 50.00 points	
Total	100.00

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		100

8. COSTING

No.	Item Description	Quantity	Annual Cost
1.	ServiceDesk Plus		
2.	Desktop Central Plus		
3.	AD Audit Plus		
4.	AD SelfService Plus		
5.	Any other costs		
Sub-Total			
VAT			
Grand Total			



9. 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.

10. PROCEDURES FOR SUBMITTING PROPOSALS

The closing date for proposals is the 18 February 2022 at 16:00.

11. SIGN OFF

Compiled by Goitseona Mmope

Date: 07.02.2022

Signature:



Recommended and supported by:

Siyabonga Dyosiba

Senior Manager: ICT

Date: 07.02.2022

Signature:

