



REQUEST FOR PROPOSAL (RFP) THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE INFORMATION & COMMUNICATION TECHNOLOGY (ICT) SUPPORT, MAINTENANCE, AND REPAIRS AT THE KWAZULU-NATAL MUSEUM FOR 3 YEARS (36 MONTHS)

1. INTRODUCTION

- 1.1 The KwaZulu-Natal Museum is a Declared Cultural Institution established in terms of section 3 of the Cultural Institutions Act, 1998 (Act No. 119 of 1998) and is governed by a Council appointed by the Minister of Sport, Arts and Culture. The KwaZulu-Natal Museum is listed under Schedule 3A of the Public Finance Management Act, 1999 (Act No. 1 of 1999).
- 1.2 The KwaZulu-Natal Museum was established in 1904 and located at its present premises at 237 Jabu Ndlovu Street, Pietermaritzburg. The Museum is the largest collection and research based Museum in KwaZulu-Natal. The Museum now also holds many globally important collections that are irreplaceable therefore putting great emphasis on the need to be cared for in a suitable environment. Also, in keeping with its mandate to increase knowledge, understanding and appreciation of the nation's heritage, the Museum welcomes scores of members of the public on a daily basis.
- 1.3 The growth of the Museum in terms of staff compliment and collections and its increased role over the years as one of the top four natural and cultural history museums in South Africa has resulted in the need to review its location and a need to develop a structure that will best suit its ability to serve the people and be a centre for excellence in collections management, research and educational outreach programmes.

2. OBJECTIVE

This document constitutes a Request for Proposal (RFP), which specifies the KwaZulu-Natal Museum's requirements for a service provider to provide proactive and reactive ICT technical support, maintenance and repairs to the KwaZulu-Natal server, desktops, laptops, printers, switches, routers, network infrastructure and associated devices and all peripheral equipment. The service may also consist of remote management and monitoring of data backup services and remote desktop support.

- *Providing a telephonic and e-mail support service throughout the maintenance period. Kindly note if the above support is provided by way of a help desk, the turnaround time for incident resolution will be defined through an agreed SLA between the KwaZulu-Natal Museum and the selected Service Provider.*
- *Providing on-site visits for major issues, which need to be resolved in person.*
- *Ensuring disaster recovery capability and regular data backup functions in accordance with policies prevalent in the organisation.*

2.1 Hardware Support: Networking, Server and Storage Support

Assistance with Enterprise Architecture, Design and Documentation to be done once off. This includes Network Diagram for all Museum switches.

2.2 Server maintenance:

- *Check event logs for errors and failures*
 - *Ensure efficient operation of the server*
 - *Ensure maintenance and updates to anti-spyware, anti-malware, and anti-virus software*
 - *Ensure Windows updates*
 - *Patch Management - creation of Dashboard / Log to track patch status and compliance*
 - *Vulnerability Management - definition of scope for vulnerability assessments and frequency*
 - *Firewall Management: maintenance of Rule Register and scheduling regular reviews and logs*
 - *DRP Testing: At least annually (tabletop exercise if full-scale cannot be done)*
 - *Conduct ICT Risk Management*
 - *Ensure backups are operational*
 - *Test restore - at least once a month*
 - *Enforce and enhance Museum IT policies.*
- 2.2.1 Maintenance and repairs of computer related hardware and software.
 - 2.2.2 Render professional advice on hardware support matters:
 - *Enhancements to the aforementioned systems that result in improved performance, reliability and usability in a changing environment.*
 - 2.2.3 Service Provider to provide technical support to the KwaZulu-Natal Museum as and when required (this only applies to items or requirements that are not covered in this specification. Each request will be dealt with as if it is a new project and will be quoted for on an hourly rate (rate per hour (office & after hours) to be supplied as part of the pricing schedule).

2.3 Software Support: Monitoring, Management and Security Software

- 2.3.1 The KwaZulu-Natal Museum requires functional, technical and troubleshooting support services systems environment and interfacing applications, including support for Windows 7, 8 and 10 and MS Office.
- 2.3.2 Provide support to monitor and ensure anti-virus, anti-malware, and anti-spyware software is effective.
- 2.3.3 Produce and provide quarterly reports to show effectiveness of security system (e.g. Mimecast Report).
- 2.3.4 Annual Software upgrade and licensing.
- 2.3.5 Render professional advice on software support matters:
 - *Upgrades of the software versions that have either become unsupported due to technology changes.*
- 2.3.6 Service Provider to provide technical support to KwaZulu-Natal Museum as and when required (this only applies to items or requirements that are not covered in this specification. Each request will be dealt with as if it is a new project and will be quoted for on an hourly rate (rate per hour (office & after hours) to be supplied as part of the pricing schedule).

3. TENDER INFORMATION

- ✓ RFP Opening Date: 29 April 2026
- ✓ RFP Closing Date: 13 MAY 2026
- ✓ RFP Closing Time: 12:00

- ✓ Email Submission: scm@nmsa.org.za
- ✓ Technical Enquiries: Nathi Mhlongo (Mr) - nmhlongo@nmsa.org.za
- ✓ Other Enquiries: Siphamandla Dlamini (Mr) - sdlamini@nmsa.org.za.

4. MUSEUM LOCATION

The site is located at 237 Jabu Ndlovu Street, Pietermaritzburg.

5. DELIVERABLE & OUTPUTS

- To deliver functional technical support, maintenance, repairs and support services for the systems.

6. EVALUATION OF TENDERS

The Procedure that shall be followed for the evaluation of Tender offers shall be as follows:

- Stage 1: Eligibility Criteria / Mandatory Requirements
- Stage 2: Price and Specific Goals

6.1 ELIGIBILITY CRITERIA / MANDATORY REQUIREMENTS

a) Service providers must demonstrate the following:

- Suppliers to provide the CSD Supplier Number (MAAA ----) and Tax Pin Certificate
- The RFQ creates no obligation whatsoever on the part of the Museum
- The Museum may amend, recall, or revise the RFQ at any time
- All RFQs submitted in response to this request shall become the property of the Museum
- The Museum is also free to accept, or reject, in whole or in part, all RFQs in the exercise of our sole judgment and discretion
- The Museum reserves the right not to make an appointment.

b) Proposals Requirements:

Proposals must be clear and concise, comprehensive, and directly address the specifics of the proposed scope. The Service Provider will, in combination with their capability descriptions and candidate resumes, demonstrate their experience in providing similar services on prior assignments by providing references from other clients.

The Service Provider shall describe its approach and plans for accomplishing the work outlined above. The Technical Proposal must consist of the following: -

The Service Provider must include a cover letter, which indicates the full name and address of the firm that will perform the services described in this RFP. **The cover letter should also indicate the state of incorporation of the Service Provider and list all licenses or accreditation obtained by the firm enabling it to operate.** The cover letter should express the Service Provider's interest and serve as an executive summary of the proposal and should also include identification of any and all sub-consultants or contractors of the Service Provider if any.

6.1.1 Traceable References for successfully completed works

The Service Provider must provide at least five (5) client traceable references as evidence of the Company's successful completion of similar projects with contact names, telephone numbers, and email addresses should be on the reference's letterhead. Notwithstanding the above requirements, points will only be allocated to the service providers that have submitted the minimum of three (3) traceable reference letters.

6.1.2 Key Team Member List

The organization chart must include all Key Team Members, their levels or category and titles for this engagement and the organization they represent in the event of a "Joint Venture or Sub Consultant.

6.1.3 Resume of Key Team Members

6.1.3.1 The Team Members are requested to provide the following information as detailed below:

6.1.3.1.1 *The Service Provider is requested to provide the number and type of employees with technical expertise (backed up by relevant qualification) dedicated to the proposed work plan.*

6.1.3.1.2 *Resumes for all proposed personnel who will be assigned to perform the scope of services contained in this RFP.*

6.1.3.1.3 *Proof of competency in providing maintenance, support and repairs. The information provided from the resumes will be used as a key consideration in the selection process.*

6.1.3.2 The Service provider must guarantee the availability of the Project Leader / Account Manager throughout the duration of the assignment. If the Project Leader / Account Manager has to leave the assignment, a reasonable period must be agreed upon with the KwaZulu-Natal Museum, in which the Project Leader / Account Manager must work parallel with the proposed replacement with expertise and experience similar.

6.1.3.3 The above-mentioned team members are not intended to be restrictive rather a minimum number of key team members required. Service providers are required to be innovative and provide the organogram that will be considered satisfactory by KwaZulu-Natal Museum and would enable the

service provider to complete the project as per the scope of work.

6.1.4 Experience in Providing Maintenance, Support and Repairs to Public Entities

The Service Provider is required to provide referral letters as evidence of providing maintenance, support and repairs in the Public Entities.

7 Meetings

7.1 Project meetings to be attended by the Project Leader / Account Manager and the KwaZulu-Natal Museum IT Technician / Computer Committee:

- *Project inception meeting/s*
- *Project monitoring meetings*
- *Technical meetings*
- *Project close-out meeting/s.*

7.2 All meetings must be documented for Audit Purposes.

8 Reports

8.1 The Service Provider is required to produce reports as may be required.

9 Approvals

9.1 Approvals required pertaining to changes to the scope of work will need to be obtained from KwaZulu-Natal Museum for any requests the Service Provider may have.

9.2 Direct reporting lines will be to the KwaZulu-Natal Museum IT Technician.

10 Proof of Compliance with the Law

10.1 Service Provider to abide by all relevant and applicable legislation/s and all applicable regulations pertaining to the required services and site.

11 Electronic Payments

11.1 Payment will be made to the Service Provider on terms agreed upon within thirty (30) days from the date of invoice.

12 Evaluation Criteria

12.1 Phase 1: Compliance with RFP Requirements

Failure to comply/satisfy all the eligibility criteria / mandatory requirements as set out in this RFP document will result in disqualification of the RFP.

7. PRICE AND SPECIFIC GOALS

7.1 Evaluation of Tender Offers

7.1.1 POINTS AWARDED FOR PRICE

THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 \mathbf{Ps = 80 (1 - \frac{Pt - P_{min}}{P_{min}})} & \mathbf{or} & \mathbf{Ps = 90 (1 - \frac{Pt - P_{min}}{P_{min}})}
 \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

7.1.2 POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 \mathbf{Ps = 80 (1 + \frac{Pt - P_{max}}{P_{max}})} & \mathbf{or} & \mathbf{Ps = 90 (1 + \frac{Pt - P_{max}}{P_{max}})}
 \end{array}$$

P_{max}

P_{max}

Where	
P_s	= Points scored for price of tender under consideration
P_t	= Price of tender under consideration
P_{max}	= Price of highest acceptable tender
<p>POINTS AWARDED FOR SPECIFIC GOALS</p> <p>In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender, the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:</p> <p>In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of–</p> <p>(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or</p> <p>(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.</p>	

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

The Supply Chain Management Policy will apply, and the proposals will be evaluated in terms of the 80/20 points system (where 80 points are for price and 20 points are for specific goals) as set out in the Preferential Procurement Policy Framework Act (Act 5 of 2000) read with PPPF Regulation 2022.

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Number of points claimed (80/20 system)
	(To be completed by the organ of state)	(To be completed by the tenderer)
Owned by Black People	6	
Owned by Women	2	
Owned by Youth	2	
Owned by Disabled People	2	
Locality	8	
Total Points	20	

ADJUDICATION USING POINT SYSTEM

1. The Tenderer obtaining the higher number of total points will be awarded the contract.
2. Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts.
3. Points scored must be rounded off to the nearest 2 decimals places.

4. In the event that two or more Tenders have scored equal total points, the successful Tender must be the one scoring the highest number of preference points for specific goal preference points.
5. Should two or more Tenders be equal in all respects, the award shall be decided by the drawing of lots.

7.2 Pricing Schedule

Maintenance and Support Services

Rates and the total price are to be provided as per the following table. Fixed rates per hour for the duration of the contract must be provided.

SLA Rate

	Rate /month Year 1	Rate /month Year 2	Rate /month Year 3
Service Level Agreement (SLA) Fee			
Number of Hours (Inclusive monthly SLA hours)	320hrs	320hrs	320hrs

Ad-hoc Support Charges

Person and position	Rate /Hour Year 1	Rate /Hour Year 2	Rate /Hour Year 3
Consultant - Grade 1			
Consultant - Grade 2			

8. CONDITIONS RELATED TO REQUEST FOR PROPOSAL

The following conditions apply:

- The proposal must be submitted no later than the closing date stated on the letter of invitation page and as stated below. Any proposal received after that date will not be considered.
- All proposals must show the bidders complete legal name and business and mailing addresses.
- The request for proposal creates no obligation whatsoever on the part of the Museum.
- The Museum may amend, recall, or revise the request for proposal at any time.
- All proposals submitted in response to this request shall become the property of the Museum
- The Museum is also free to accept, or reject, in whole or in part, all bids in the exercise of our sole judgment and discretion.
- The Museum reserves the right not to make an appointment.
- The deadline for submission of proposals is strictly at 12h00 on 13 May 2026.
- No late submission will be accepted or considered.
- The Museum selection of qualifying proposals shall be at the Museum's sole discretion and shall be final.

9. SUBMISSION OF QUOTATION

You are hereby requested to submit your quotation to our office to: scm@nmsa.org.za by

12h00 on Thursday, 13 May 2026.

Should you require any further information or have any queries, please contact Mr Siphamandla Dlamini / Mlungisi Ndwandwe on 033 341 0500.