

HSRC BID DESCRIPTION: Manage Engine Self-service Plus

1. Introduction

The Human Sciences Research Council (HSRC) was established in 1968 as South Africa's statutory research agency and has grown to become the largest dedicated research institute in the social sciences and humanities on the African continent, conducting cutting-edge public research in areas that are crucial to development.

The HSRC produces leading-edge policy research, through engaged scholarship, to utilise in understanding and explaining social conditions and informing social change for inclusive growth in communities.

2. Background

The currently installed and operational Self Service Plus solution is licensed until March 2024. The renewal of the system must include the Multi-factor authentication (MFA) module.

The Self-service Plus solution must commence in go live by 21 March 2024.

3. Requirements of this project

The HSRC IT is looking for a competent service provider to upgrade the existing Self-service Plus to include Multi-factor authentication (MFA) module t all its regional offices located in Pretoria, Durban, Cape Town and SweetWaters in Pietermaritzburg. The table below shows the required product.

Technical Details, i.e. entire proposal

Proposals in their entirety must address, provide and meet the specifications and requirements stipulated in Section 3. Full technical details should be furnished in the proposal.

****Bidders will be evaluated against their compliance with Section 3.**

HSRC Board: Dr Reginald Cassius Lubisi (Chairperson), Dr Kgomotso William Kasonkola, Dr Deenadayalen Konar, Prof. Ibbo Day Joseph Mandaza, Ms Shameme Manjoo, Dr Alex Mohubetswane Mashilo, Prof. Zerish Zethu Nkosi, Adv Faith Dikeledi Pansy Tlakula, Prof. Fiona Tregenna, Prof. Sarah Mosoetsa (CEO)

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System Specification

3.1. General Features

- a) Employ MFA to secure endpoint logins, cloud application logins, and self-service password reset and account unlock.
- b) Give end users one identity to easily access all their enterprise applications through single sign-on and password sync.
- c) Empower end users to perform password reset and account unlock without compromising on security.
- d) Deliver fully customizable and automated password and account expiration notifications periodically to end users.
- e) Enforce a multi-platform, granular password policy with customizable rules, including the dictionary rule and Have I Been Pwned integration.
- f) Allow end users to update their personal details in AD and perform comprehensive corporate directory searches.

3.2. Adaptive MFA

- a. MFA: Fortify machine (Windows, macOS, and Linux), VPN, OWA, and enterprise application logins with MFA by choosing from over 19 methods including biometrics, TOTP, and third-party apps like YubiKey Authenticator and Microsoft Authenticator.
- b. Conditional Access: Automate access control to organizational resources via context-based authentication using details like IP address, time of access, geolocation, and device used.

3.3. Single Sign On (SSO)

- c. Enterprise SSO: Integrate enterprise applications with your organization's AD to give users the convenience of accessing any application by logging in just once with their credentials.
- d. Passwordless login: Thwart credential-based attacks by employing passwordless authentication, backed by MFA for enterprise application logins.

3.4. Self-service password management and security

- e. Password self-service: Empower end users to perform secure password reset and account unlock without help desk intervention.
- f. Real-time password synchronizer: Synchronize AD passwords with enterprise applications in real time, and enable users to switch smoothly between various cloud services and on-premises systems with a single password.
- g. Password policy enforcer: Customize fine-grained password policies at the OU and group level for different users across AD and other enterprise platforms.

3.5. Remote work enablement

- h. Cached credentials update: Enable automatic update of users' domain password changes in their devices' cached credentials via VPN.
- i. Web-based domain password change: Offer a secure web-based portal for remote employees to change domain and enterprise application passwords.
- j. Password and account expiry notification: Remind on-premises and remote users about their impending password and account expiration via SMS, email, or push notifications.

3.6. Workforce Self Service

- k. Directory self-update: Maintain accurate and up-to-date directory information by allowing end users to update their own attributes, such as their email address, mobile number, and photograph, in AD.
- l. Corporate directory search: Enable employees to easily search for users, contacts, or groups in your organization.
- m. Email group subscription: Define group subscription policies and allow users to opt in or out of selected distribution groups when their role changes, without help desk intervention.

4. Project Timelines

Installation of the Self Service solution should commence no later than thirty (30) calendar days post the issuing of the PO and the signing of the SLA.

The Self Service Solution service will be maintained for thirty-six (36) months initial duration of the Service Level Agreement (SLA).

5. Experience of the Organization

Proposals must clearly indicate the bidding organization's experience pertaining to the implementation of Manage Engine Self Service Solution services, with particular reference to design, roll-out and support of the solution.

5.1 Accreditation of the Service Provider

Bidders/Resellers must be Manage Engine accredited and demonstrate alignment to best practice principles and standards relevant to the proposed offering.

6. Project Management

Proposals must contain a comprehensive project management plan including but not limited to the following elements:

6.1. Project Approach / Methodology

A comprehensive description of the bidding organization's proposed approach and methodology to be employed for the project. This section should convey the said organization's overall understanding of the proposed project and detail how the proposed solution will be implemented right from the start to the end.

6.2. Project Plan

All project requirements, proposed tasks, services, activities, resources, etc., necessary to accomplish the scope of the project as defined in Section 3 above, must be detailed here. This section of the proposal must contain sufficient detail to convey to members of the evaluation team, the bidding organization's knowledge of the project's requirements and requisite skills to successfully complete the project.

6.3. Project Team Composition

A comprehensive description of the proposed project team structure, and internal controls, to be applied throughout the course of the project must be furnished.

6.3.1. An organogram of the organization indicating lines of authority and reporting structures for the proposed project team must be included.

6.3.2. Qualifications, relevant industry certifications, and **relevant Manage Engine Self Service solution experience towards accomplishing the proposed project deliverables** must be furnished. Concise CV's demonstrating precise experience of the respective project team members must be attached.

6.4. Project Schedule

A comprehensive project schedule indicating deliverables and deadlines must be included. All deliverables must be met within the stipulated timeframes.

6.5. Risk Management and Mitigation

The bidding organization must identify potential risks that are considered major to the success of this project. Furthermore, the organization must elaborate on how it proposes to effectively report, monitor and mitigate these risks.

6.6 Migration Plan and Transition Management

A detailed migration plan must be included in the proposal. The bidding organization should detail how the upgrade will take place. Furthermore, the plan should also detail how the transition phase will be managed to ensure security is upheld on all devices at all times.

7. Experience of the Bidding Organization

7.1.1 Experience of the Organisation

Proposals must clearly indicate the bidding organization's experience in the deployment of Manage Engine Self Service systems with emphasis on design, installation and operationalisation of the solution.

7.1.2. Track Record of the Organization

A list of three (3) contactable references stipulating the duration the bidder has had during the past five (5) years relating to the their ability to provide Manage Engine Self Service solutions as per the terms of reference (refer to section 3.1).

8. Mandatory Requirements

Accreditation

- The bidder must be an accredited Service Provider for the proposed solution.
- The bidder must provide valid documentary proof of accreditation from ManageEngine

9. Enquiries

Mr. Abisha Nyawasha - 076 929 2666

Mr. Rabindra Laldaparsad - 066 006 5439

Ms. Ditebogisho Moraswi - 076 090 5805

Bid closing date: 26 February 2024 @ 17:00pm

Manage Engine Self Service Evaluation Criteria

FUNCTIONALITY	Allocated Points
1. Technical Details, i.e. Entire Proposal (Refer to section 3.1)	15
<p>2. Experience and Track Record</p> <p>Provide minimum three (3) relevant contactable references where the Manage Engine Self Service solution has been successfully implemented in the past five (5) years.</p> <p>Reference letters will only be valid if they meet the following criteria:</p> <ul style="list-style-type: none"> - if on an official client letterhead. - if it makes reference to provision of Manage Engine Self Service services. - if not older than 5 years. - if signed and dated by relevant personnel <p>3 letters = 20 2 letters = 10 1 letter = 1</p>	20
3. Methodology/ Implementation Plan	40

<p>Provide detailed methodology on how the proposed solution will be implemented. The methodology should include processes to follow, project timelines and deliverables, including associated risks as well as how these risk factors will be mitigated and managed.</p> <ul style="list-style-type: none"> • Processes to deploy Manage Engine Self Service while maintaining full functionality of the existing Manage Engine Self Service until switchover = 15 <ul style="list-style-type: none"> ○ Good description = 15 ○ Fair description = 10 ○ Poor description = 1 • Risk management plan to ensure there is zero down-time for the Manage Engine Self Service currently installed = 10 <ul style="list-style-type: none"> ○ Good description = 10 ○ Fair description = 5 ○ Poor description = 1 • Plan for the smooth transition to Manage Engine Self Service = 5 • Projected timelines towards the project completion = 5 • Other associated risks and mitigating actions = 5 	
<p>4. Qualifications and Skills of key Personnel</p> <p>Submit a structure composition of the proposed team, clearly outlining the main disciplines/specialities and key personnel responsible for each speciality. (10)</p> <ul style="list-style-type: none"> ○ Good structure = 10 ○ Fair structure = 5 ○ Poor structure = 1 <p>CV's of personnel must highlight qualifications, areas of relevant ManageEngine experience/competencies relevant to task and objectives of the bid. (10)</p> <ul style="list-style-type: none"> ○ Five years = 10 ○ Three years = 5 ○ Less than 3 = 0 	20
<p>5. Financial Status</p> <ul style="list-style-type: none"> ▪ Provide last three (3) years reviewed/audited financial statements. 	5

Phase 1	Total
<p>NB: The minimum threshold score is 70%. Bidders who fail to obtain the minimum required threshold score will not be considered for the next phase of evaluation.</p>	

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, _____ the _____ undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature	Date
.....
Position	Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the **90/10** preference point system.
- b) The applicable preference point system for this tender is the **80/20** preference point system.
- c) Either the **90/10 or 80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

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

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ = (- \quad \underline{\hspace{2cm}} \quad) \text{ or} & & = (- \quad \underline{\hspace{2cm}} \quad) \end{array}$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

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

$$= \frac{80/20}{(+)} \quad \text{or} \quad = (+ \frac{-}{90/10})$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. 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:
- 4.2. 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—
 - (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
 - (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.

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

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
SMME (EME &QSE)	2	4		
Owned by black people (50% or more)	2	4		
Owned by black people who are youth (30% or more)	2	4		
Owned by black people who are women (30% or more)	2	4		
Owned by black people with disabilities (30% or more)	2	4		
Total Points	10	20		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
 - One-person business/sole propriety
 - Close corporation
 - Public Company
 - Personal Liability
 - Company (Pty) Limited
 - Non-Profit Company
 - State Owned Company
- [TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:

