



### REQUEST FOR QUOTATION (RFQ)

The South African Qualifications Authority (SAQA) invites Service Providers to submit a quotation for the requirements stipulated below:

DOCUMENT NUMBER:	Re-Advert - SAQA RFQ 2023/24 - 42
RFQ ISSUE DATE:	12 February 2024
RFQ CLOSING DATE AND TIME:	21 February 2024 @11:00am
RFQ VALIDITY PERIOD:	120 Days (from the RFQ closing date)
DESCRIPTION:	<p>Provision of support of the following services for SAQA for 12 months:</p> <ul style="list-style-type: none"><li>○ VMWare environment,</li><li>○ Veeam backup and replication,</li><li>○ IBM Spectrum Protect,</li><li>○ AIX/Linux servers,</li><li>○ Windows Server.</li></ul> <p>N.B. No hardware maintenance and support licenses are required from the Service Provider.</p>
RESPONSES TO THIS RFQ SHOULD BE EMAILED TO:	<a href="mailto:rfq@saqa.co.za">rfq@saqa.co.za</a>
ENQUIRIES	<a href="mailto:LMaila@saqa.co.za">LMaila@saqa.co.za</a> 012 431 5158

## **TERMS OF REFERENCE**

### **1. INTRODUCTION**

- 1.1. The South African Qualifications Authority (SAQA) is a juristic person under the National Qualifications Framework Act, 67 of 2008 (NQF Act) and a schedule 3(A) national public entity under the Public Finance Management Act, 1 of 1999. SAQA performs its statutory functions subject to the NQF Act and is responsible for overseeing the implementation and further development of the National Qualifications Framework (NQF) and ensuring the achievement of its objectives.
- 1.2. The objectives of the NQF are to –
  - 1.2.1. create a single integrated national framework for learning achievements.
  - 1.2.2. facilitate access to, and mobility and progression within, education, training and career paths.
  - 1.2.3. enhance the quality of education and training; and
  - 1.2.4. accelerate the redress of past unfair discrimination in education, training, and employment opportunities.
- 1.3. The NQF consists of three qualifications sub-frameworks (for [a] General and Further Education and Training, [b] Higher Education, and [c] Trades and Occupations), and its objectives are designed to contribute to the full personal development of each learner and the social and economic development of the nation at large.
- 1.4. SAQA is the custodian of the NQF, co-ordinates the three qualifications sub-frameworks, and plays a pivotal role in the entire education and training sector.

### **2. SAQA'S CURRENT INFRASTRUCTURE AND PROCESSES**

- 2.1. SAQA is hosting its data centre onsite. Power is maintained by 2 X UPS inverters and battery backups. One emergency generator exists.
- 2.2. Redundancy is built into the data centre at all levels.

- 2.3. The SAQA IBM servers (x and p series) are running on a mixture of operating systems including, AIX, RedHat, CentOS, and Windows servers with different versions installed.
- 2.4. SAQA utilizes the cloud for its disaster recovery.
- 2.5. SAQA is using an HPE Nimble Storage.
- 2.6. Software:

Primary Site	Description
	AIX and other Linux O/S, MS Windows Server
	IBM Spectrum Protect
	VMWare (vSphere and vCenter)
	VEEAM Availability Suite

### **3. SCOPE OF SERVICES REQUIRED**

- 3.1. The scope includes the maintenance and support at SAQA for the following:
  - 3.1.1. Servers running AIX, Microsoft Windows, and Linux software operating systems.
  - 3.1.2. IBM Spectrum Protect.
  - 3.1.3. VMWare (vCenter and vSphere) Software; and
  - 3.1.4. Veeam Availability Suite (Veeam Backup and Replication).
  - 3.1.5. IBM Tape Libraries.

**N.B. The Service Provider should take note that this is not a request for hardware support maintenance.**

#### **3.2. SERVICES REQUIRED FROM THE SERVICE PROVIDER**

**SERVICE #1 (OPERATING SYSTEMS AND SOFTWARE MAINTENANCE AND SUPPORT)**

- a. Install/Upgrade and maintain server operating software (e.g., AIX and related software) in accordance with acceptable standards.
- b. Proactive software and operating system patches and upgrades (Versions and technology Levels) as required and/or recommended by the Original Equipment Manufacturer (OEM).
- c. Perform systems installation, programming, maintenance, and utility support.
- d. Maintain equipment configuration, integration, and interconnectivity between servers.
- e. Provide resolution of server-related incidents and problems within the specified time.
- f. Evaluate, develop, implement, integrate, and maintain appropriate tools and processes for the provision of the services.
- g. Perform analysis and apply standards to optimize the use of resources.
- h. Provide preventative and proactive systems maintenance.

#### **SERVICE #2 (IBM SPECTRUM PROTECT)**

- a. Install and maintain IBM Spectrum Protect software in accordance with acceptable standards.
- b. Proactively apply IBM Spectrum Protect software patches and upgrades (Versions & Technology Levels) as required and/or recommended by OEM.
- c. Perform IBM Spectrum Protect maintenance and utility support.
- d. Provide resolution of server-related incidents and problems related to IBM Spectrum Protect within specified time.
- e. Evaluate, develop, implement, integrate, and maintain appropriate tools and processes for the provision of the IBM Spectrum Protect services.

- f. Perform IT systems backups and data tests, recoveries, and restores of data and/or servers in accordance with the SAQA data backup plan and procedure.
- g. Proactively monitor performance metrics and act on any related issues.
- h. Transfer skills to SAQA IT staff.
- i. Daily report on backup status and root cause analysis and resolution of any backup failures.
- j. Provide preventative and proactive systems maintenance.
- k. Identify hardware, software, and process enhancement opportunities for improved performance.
- l. Provide technical support, advising, and liaising with Information Communication and Technology (ICT) unit staff as required for the provision of the services.
- m. Provide written monthly reports on the status of the maintenance and support effort and trend analysis of resource usage.

### **SERVICE #3 (VEEAM SUPPORT)**

- a. Install and maintain VEEAM software following acceptable standards.
- b. Proactively apply VEEAM software patches and upgrades (Versions & Technology Levels) as required and/or recommended by OEM.
- c. Perform VEEAM maintenance and utility support.
- d. Maintain equipment configuration, integration, and interconnectivity between servers.
- e. Provide resolution of server-related incidents and problems within a specified time.

- f. Perform bi-annual DR testing of the supported environment at the site identified for DR purposes.
- g. Assist the ICT unit in the recovery/restoration of lost data and/or servers when required.
- h. Proactively monitor performance metrics and act on any related issues.
- i. Transfer skills to SAQA staff.
- j. Daily report on backup status and root cause analysis and resolution of any backup failures.
- k. Provide preventative and proactive systems maintenance.
- l. Perform analysis and enforce industry-standard security best practices.
- m. Provide recommendations for equipment configuration and connectivity.
- n. Provide advice and guidance regarding the technical aspects that may improve or impact the provision of the services.
- o. Provide written monthly reports on the status of the maintenance and support process.

#### **SERVICE #4 (VMWARE SUPPORT)**

- a. Proactively apply VMWare software configuration, patches, and upgrades (Versions & Technology Levels) as required and/or recommended by OEM.
- b. Provide resolution of server-related incidents and problems within the specified time.
- c. Evaluate, develop, implement, integrate, and maintain appropriate tools and processes for the provision of the services.
- d. Proactively monitor performance metrics and act on any related issues.
- e. Proactively monitor the availability of ESXi infrastructure, network, and storage.

- f. Transfer skills to SAQA staff.
- g. Manage uptime and downtime of systems due to power failures.
- h. Perform analysis and enforce industry standard security best practices.
- i. Provide technical support, advising and liaising with ICT unit staff as necessary for the provision of the services.
- j. Report on trend analysis of resource usage and future needs.
- k. Assist with the creation and modification of virtual servers.

#### **SERVICE #4 (HARDWARE MAINTENANCE AND SUPPORT)**

- a. Proactively upgrade all firmware and microcode of supported servers as required and/or recommended by OEM and following acceptable standards.
- b. Proactively upgrade all the operating systems as required and following acceptable standards.
- c. Provide preventative maintenance and support and ensure that any incidents and problems are resolved within defined Service Levels.

#### **SERVICE LEVELS AND APPLICABLE PENALTIES**

Event	Definition	Requirements	Target	Penalties
Priority Level 1	Complete system failure affecting majority or all users	Mean time to response < 2 hours	100% adherence to timelines.	20% of the monthly invoice.
		Mean time to repair <4 hours	100% adherence to timelines.	
Priority Level 2	Partial system failure affecting specific users or system is functional but in a degraded state	Mean time to response < 2 hours	100% adherence to timelines.	15% of the monthly invoice.
		Mean time to repair < 8 hours	100% adherence to timelines.	

Priority Level 3	Maintenance or approved enhancements	Mean time to response < 4 hours	100% adherence to timelines.	15 % of the monthly invoice.
		Mean time to repair Scheduled	100% adherence to timelines.	

### **TOTAL COST (PRICING SCHEDULES) SBD 3.1**

**OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.**

<b><u>COST BREAKDOWN</u></b>					
<b><u>DESCRIPTION OF THE SERVICE</u></b>	<b><u>Duration (12 Months)</u></b>	<b><u>Designation of the resource to be allocated to this project</u></b>	<b><u>Hourly rate</u></b>	<b><u>Estimated Hours (for evaluation purposes only)</u></b>	<b><u>PRICE (including VAT and annual escalations)</u></b>
Provision of Maintenance and Support, VMWare environment, Veeam Backup and Replication, and IBM Spectrum Protect for the South African Qualifications Authority (SAQA) as and when required based on hourly rates.  (Excluding hardware maintenance and support licenses)	<b>12 Months</b>		<u>R</u>	<u>300</u>	<u>R</u>
			<u>R</u>	<u>300</u>	<u>R</u>
		<b>TOTAL COST INC VAT (For Evaluation Purposes Only)</b>			<u>R</u>

#### **4. DURATION OF CONTRACT**

SAQA will enter into a twelve (12) months contract (SLA/PO) with the recommended service provider.

#### **5. EVALUATION**

The proposal will be evaluated in two (2) stages:

##### **Stage 1: Mandatory Requirements**

Bidders must have an accredited IBM Business Partner Level certificate and provide a valid partner certificate/letter. A bidder, who fails to submit his, will be disqualified for non-compliance.

##### **Stage 2: Price and Preference Points Evaluation**

Bidders who pass the mandatory requirements will be evaluated in terms of the 80/20 system prescribed by SAQA in line with PPR 2022 as follows:

- i. 80 Points for pricing
- ii. 15 preference points for the company that has at least 51% black ownership
- iii. 5 reference Points for the company that has at least 30% black woman ownership.

**NB: Bidders must submit the certified B-BBEE Certificates copies/Sworn Affidavits indicating ownership percentage to claim the preference points.**

## 6. SPECIAL CONDITIONS

<b>RFQ Special Conditions</b>
<ol style="list-style-type: none"> <li>1. Bidders must state their National Treasury (CSD) Central Supplier Database's Supplier Number or Unique number and Tax Pin in their bids to enable SAQA to confirm suppliers' tax status.</li> <li>2. Bidders must submit an original or certified copy of the B-BBEE certificate or Sworn Affidavit as per the B-BBEE Act. The SANAS Logo should be visible on the B-BBEE Certificate.</li> <li>3. Bidders must complete, sign, and submit SBD 4 and SBD 6.1 forms.</li> <li>4. Bidders must have an accredited IBM Business Partner Level certificate and provide a valid partner certificate/letter. A bidder who fails to submit this, will be disqualified for non-compliance.</li> <li>5. The proposal and required documents must be submitted using the PDF format only, through email to <a href="mailto:rfq@saqa.co.za">rfq@saqa.co.za</a>.</li> </ol>

## 6. PROTECTION OF PERSONAL INFORMATION

- a. In this clause, the words "personal information", "processing" and "responsible party" have the meanings ascribed to them in the Protection of Personal Information Act, 2013 (Act No.4 of 2013).
- b. SAQA will comply with the Protection of Personal Information Act, 2013 (Act No.4 of 2013, (POPIA) by lawfully processing personal information submitted by bidders in accordance with the conditions of lawful processing as set out in POPIA.
- c. All bidders must comply with their obligations as set out in POPIA for which they are a Responsible Party before sharing any information with SAQA.
- d. SAQA will not be held liable for any non-compliance with the provisions of POPIA or unlawful processing or sharing of information by a bidder.

## 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 interest<sup>1</sup> 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

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<sup>1</sup> 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 consortium<sup>2</sup> 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

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<sup>2</sup> 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.

**SBD4**

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**

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**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
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

- 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:

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

Where  $P_{min}$

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:

$$\begin{array}{ccc} 80/20 & \text{or} & 90/10 \\ Ps = 80 \left(1 + \frac{Pt - Pmax}{Pmax}\right) \text{ or} & & Ps = 90 \left(1 + \frac{Pt - Pmax}{Pmax}\right) \end{array}$$

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)
At least 51% black ownership		15		
30% black woman ownership.		5		

#### **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 property
- 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:** .....

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