



SITA SOC Ltd, 459 Tsitsa Street, Erasmuskloof, Pretoria, South Africa • PO Box 26100, Monument Park, 0105, South Africa  
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Our Ref: RFB0000001048  
Enquiries: Shalati Mabunda  
Tel: 012 482 2918  
Date: 12 October 2021

## Request for Bids

### Prospective Bidders

**RFB 0000001048: Request to Provide a Managed Security and Service Management solution for the Department of Higher Education and Training (DHET) with Maintenance and Support for a period of three (3) years**

Bidders are invited to submit tender for RFB 0000001048: Request to Provide a Managed Security and Service Management solution for the Department of Higher Education and Training (DHET) with Maintenance and Support for a period of three (3) years

### Compulsory Virtual Briefing session to be held as follows:

Date: 19 October 2021

Time: 10:00 AM

Place: MS Teams

**Note:** **Compulsory Briefing Session** will be done virtually. kindly RSVP ([shalati.mabunda@sita.co.za](mailto:shalati.mabunda@sita.co.za)) before the 18 October 2021 at 12h00 pm via email for the link

The Closing Date for bid submission is 04 November 2021 at 11:00AM.

### Notes to the bidders:

- Bidders should submit their bid responses strictly through gCommerce (best experienced through google Chrome) using the following link: <https://ww1.gcommerce.gov.za/iss/login.aspx>
- You must ensure that you are registered on the CSD and that all your company details have been updated on the CSD.
- To obtain log in details please call 012 482 2373 or alternatively send an email to ([tumelom@intenda.za.com](mailto:tumelom@intenda.za.com)) with the company MAAA number.
- If you encounter any system related challenges please call 012 482 2373. **The help desk only operates from Monday to Friday between 08h00 am to 16h00 pm (closed on Public Holidays)**
- gCommerce training will be conducted on Microsoft Teams every Wednesday 9h00-11h00 (except public holidays) [Click here to join the meeting](#)

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Mr MB Tsika: **Chairperson**; Mr L Keyise: **Interim Managing Director and Executive Director**; Ms JM Morwane; Mr AR Murray; Mr TF Phiri;  
Mr MK Kgauwe: **Chief Financial Officer and Executive Director (seconded)**,  
Mr A Pretorius: **Chief Financial Officer (Acting) and Executive Director**  
Ms SL Kgope: **Company Secretary (Acting)**

RESTRICTED

- Should you need additional training, please send an email to [warrens@intenda.za.com](mailto:warrens@intenda.za.com)
- Please allocate sufficient time to complete your submission as queries may take up to 3 business days to resolve.
- Ensure that you print your submission report and click on “ **SUBMIT REQUEST**” on step 7 before the closing date and time. Bid will not be considered if not submitted before closing time.
- Please note that there is a possibility of unexpected downtime and this can be unique to a specific bidder. Please call the helpdesk to be assisted with such issues.

**HAND DELIVERED OR EMAILED DOCUMENTS WILL NOT BE ACCEPTED.**

**THE PUBLISHED BID DOCUMENT IS PACKAGED AS FOLLOWS:**

Bidders must submit their bid response as follows and must tick in the box to confirm if the bid response is submitted as such:

Manner of submission	Bidder to tick ✓ to indicate that the bid response has been submitted in this sequence
1 Hard Copy (inclusive of RFB Document, Bid specification document and SBD3-Price Response)-To be uploaded on g-Commerce	

It is the Bidder's responsibility to ensure that all information is uploaded on the system. The documents must be **signed in ink** by an authorised employee, agent or representative of the bidder and each and every page of the proposal shall contain the initials of same signatories. Bidders shall submit proposal responses in accordance with the prescribed manner of submission as specified above.

All queries to this bid must be submitted in writing to the following email address: [responsible@shalati.mabunda@sita.co.za](mailto:responsible@shalati.mabunda@sita.co.za)

Yours sincerely

Approved / Not Approved:



Tshegofatso Mthombeni

Senior Manager: SCM

14/10/2021

Date