Request for Active Directory Management Solution for a period of three (3) years

Terms of reference
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1. INTRODUCTION

The South African Civil Aviation Authority (SACAA) is an agency of the Department of Transport (DoT), established in terms of the Civil Aviation Act, 2009 (Act No.13 of 2009), which came into effect on 31 March 2010. The Civil Aviation Act provides for the establishment of a stand-alone authority, mandated with controlling, promoting, regulating, supporting, developing, enforcing, and continuously improving levels of safety and security throughout the civil aviation industry.

The SACAA's mandate is to administer civil aviation safety and security oversight in the Republic of South Africa, in line with Civil Aviation Authority Act (the Act), and in accordance with the Standards and Recommended Practices (SARPs) prescribed by the ICAO.

The above is achieved by complying with the SARPs of the ICAO, whilst considering the local context.

The SACAA, as prescribed by the Civil Aviation Act as well as the Public Finance Management Act (PFMA), 1999 (Act No.1 of 1999) is a Schedule 3A public entity.

2. INVITATION TO BID

The SACAA is inviting potential service providers to bid for an Active Directory Management Solution for a period of three (3) years, The solution should have the ability to enable the User account creation, Account access management, password reset for multiple users, stale account cleanup and group membership management. the solution also provides management and reporting features for Exchange Server, and Microsoft 365.

3. SCOPE OF WORK

SACAA is seeking proposals from interested and accredited Organisations to provide an Active Directory management Solution for a period of three years. The solution should have the capability to seamlessly integrate with the current infrastructure, specifically with ManageEngine Endpoint Central 11 and ServiceDesk Plus.

S No	Resources	Description
1	Active Directory Management	• Provision user accounts across platforms like Active Directory, Microsoft Exchange and Microsoft 365 • Create, modify, or delete multiple AD objects and Exchange mailboxes, security, and distribution groups in one go with CSV import options. • Standardize creation and management of identities across the organization using reactive and customizable templates with configurable rules. • Manage access permissions for file servers and shares for NetApp, Isilon, and Cluster Shared Volumes (CSV). • Centrally manage GPOs, Exchange mailboxes, Microsoft Teams memberships, security and distribution groups • Integrate with HRMS applications, external databases, and help desk tools to streamline identity provisioning and de-provisioning, password resets, account unlocks, and other critical actions.
	Reporting	• Give administrators the what, who, and when of logins, account statuses, and more with a curated list of reports based on AD objects, applications, and compliance requirements. • Schedule, email, customize, filter, and export reports to CSV, excel • Build a custom report
	Workflows	• Use secure, multi-level, approval-based workflows. • Keep track of ticket resolution statuses • Granularly customize roles for workflow technicians • Automatically assign requests to the appropriate technicians who are best suited for the tasks with the configurable task assigner.

		• Update all the stake holders about the status of tasks as they progress along each stage of the workflow using real-time notifications.
	Automation	• Automate any repetitive task like periodic AD cleanup, user provisioning, • Use controlled automation with the option to enforce approval workflows • Define the frequency of task execution, raise alerts on execution statuses,
2	Licensing	36 Months
3	Professional service	- Implement the Active Directory Management Solution according to the best practice - Knowledge and transfer
4	Domain Controlles	4

4. EVALUATION CRITERIA

Bidders will be evaluated in accordance with the Supply Chain Management Policies as well as the Preferential Procurement Policy Framework, 2000 (Act No. 5 of 2000) and the Preferential Procurement Regulations of 2022.

4.1. PHASE 1 – SUPPLY CHAIN MANAGEMENT (SCM) ADMINISTRATIVE MANDATORY COMPLIANCE REQUIREMENTS

Bids received will be verified for completeness and correctness. The SACAA reserves the right to accept or reject a bid based on the completeness and correctness of the documentation and information provided. The set of bid documents must be completed and submitted. (**SACAA reserve the right to request information/additional documents if there are any missing from the bidder(s) submission**).

Bidders are to ensure that they submit the following documentation / information with their bid.

Document	Comments	Compulsory requirement
Proof of registration on the Central Supplier Database (CSD) of National Treasury	Prospective bidders must be registered on the Central Supplier Database (CSD) prior to submitting bids. **Please indicate / supply the supplier number**.	Yes
SBD 3 (Pricing Schedule)	Completed	Yes
SBD 4 (Bidders Disclosure)	Completed and signed	Yes
SBD 6.1 (Preferential Procurement Point)	Completed and signed	Yes
Partnership letter	Provide a letter of partnership accreditation	Yes

4.2 PHASE 3 – PRICE AND SPECIFIC GOALS EVALUATION

Bidders who comply with the requirements of this bid will be evaluated according to the preference point scoring system as determined in the Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, (Act No 5 of 2000).

For this bid 80 points will be allocated for Price and 20 points for Specific Goal.

4.2.1 This tender will be evaluated using the 80/20 preferential point system. The following PPPFA formula will be used to evaluate price:

$$Ps = 80\left(1 - \frac{Pt - P\min}{P\min}\right)$$

Ps = Points scored for price of the bid under consideration.

Pt = Rand value of bid under consideration.

Pmin = Rand value of lowest acceptable bid.

Only bidders that have achieved the minimum qualifying points on functionality will be

evaluated further in accordance with the 80/20 preference point system as follows:

Points for this bid shall be awarded for:

(a)   Price; and

(b)   Specific Goal.

The maximum points for this bid are allocated as follows:

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

POINTS AWARDED FOR A SPECIFIC GOAL

In terms of the Preferential Procurement Regulations 2022, points will be awarded for specific goal in accordance with the table below:

SPECIFIC GOALS	Number of points
100% Black ownership	20
51% Black ownership	10
50 - 30% Black ownership	5
0% Black ownership	0

5. **NON-COMPULSORY BRIEFING SESSION**

There will be no briefing session and any service provider that may seek further clarity can send their queries to Mthombenik@caa.co.za to seek any clarity on the tender document. All requests must be submitted through email.

6.   **SUBMISSION OF BID DOCUMENT**

The bid submission requires (3) Envelopes to be submitted as follows:

6.1 **Envelope 1**
- All mandatory documents on Phase 1.

Envelope 2

-Proposal

Envelope 3

-Pricing

6.2 Bidders are required to well packaged edocuments, as SACAA will not be held responsible for any loss of documents whatsoever.

6.3 Bid documents shall be submitted physically with all packages clearly marked :

6.4 All bid submissions should be hand delivered to our SACAA Midrand office deposited to the tender box on the following address: Building 16 ,Waterfall Park,Bekker Rd,Treur Close on or before 11:00am on the closing date of 24/05/2024

Annexure A
Pricing Schedule

Item	Description	Unit Price	Quantity
1 2 3	Active Directory Management Solution Implementation of AD Management Solution Remote Training (Hours)		1 1 6 hours