



CD80/2023

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SUPPORT SERVICES

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1. Invitation

CENTLEC (SOC) Ltd a Municipal Entity distributing electricity in Mangaung, and other Municipalities invites service providers for ICT support services with their professional teams to submit their proposals for information and communication support services for a period of thirty-six (36) months.

2. Minimum Requirements

- 2.1. Supply unique security personal identification number (PIN) and/or original TAX Clearance Certificate for TAX compliant status.
- 2.2. Supply municipal services (water, sanitation, rates and electricity) clearance certificate or Lease Agreement with a current Bill and rates clearances, or hardware Current Bill of Account not owing more than 90 days. In a case where the services are paid by the Landlord, the signed lease agreement and statement of account must be submitted by the bidder.
 - 2.2.1. In an event, that the Bidder utilizes prepaid services (e.g. Water or electricity) a valid municipal clearance certificate(s) must still be provided.
- 2.3. The bidder must be registered on the National Treasury Centralized Suppliers Database.
- 2.4. A valid letter of good standing from the Compensation Commissioner, Department of Labour.
- 2.5. Company Partnership Letter with Microsoft as a distributor or supplier.

3. Scope of work

CENTLEC (SOC) Ltd is looking for a services provider to provide technical support for Active Directory and Mail Exchange Support (Office 365 Azure AD/Mail Hybrid and Applications services) and Windows Servers related services as per technical specification for a period of 36 months.

4. Technical Specification

The Support and Configurations is not limited to the following CENTLEC existing infrastructure services: Detailed Support on the servers and Software are the following:

Table 1:

Servers	Number	CPU	Memory
VMware Severs	(48)in host	34 GHZ	33422,93 TB
VMware Host	(6) Hosting VMware	297,658 GHZ	762,12 TB
Storage Servers	(13) Servers	112 GHZ	641,03 TB
Standalone Servers	7	78 GHZ	16TB
Laptops	110	-	-
Desktop	243	-	-
Voice PBX	2 Sips (310 ext)	-	

4.1. Management and support O365 Hybrid Azure AD and Exchange Mails

- 4.1.1. Setting up and managing Domain AD, Azure AD, O365 Mailbox, mail routing to mimecast, encompassing email
- 4.1.2. O365 support and management for Intune, BitLocker, SharePoint, Ms teams, Business One Drive.
- 4.1.3. Setting up and managing AD Forests, Domains, Trusts, DNS, DHCP, IPAM, Group Policy, Azure IaaS, PaaS, AAD Sync, DMARC, AKS Management, SendGrid Mailer Systems, PowerShell, DevOps, Azure SQL, Azure AD DS, Bash, O365 platforms

4.2. Management and support Windows server

- 4.2.1. Managing and support VMware, Hyper-V, SQL Server, IIS, Client OS, RDS, SSIS, SCCM, Migrations, Deployment, VDI, hypervisor, installations and

setups, DHCP, DNS, upgrades, Windows network agents, Radius server, SQL clusters, CPU allocations

4.3. Management and support Windows Security

4.3.1. Patches, Windows Antivirus, O365 authentications security, LDAP, Kerberos

4.4. Management and support HPe Storage and Server Systems

4.4.1. Veeam backup, restore, replications, HPe storage configuration, RAID configs for SDD.

4.5. Network Management

4.5.1. HP Switches, Server Fiber Cards, Network subnetting and IP Management, Network server diagram, VLAN, Microwaves Links, WIFI.

4.6. 24/7 Support with daily, monthly reports on services monitoring

4.6.1. Servers' errors health checks and management (24/7)

4.6.2. Server configurations and management (24/7)

4.6.3. Backups and replication (24/7)

4.6.4. Server security management Antivirus and Patches (24/7)

4.6.5. Monthly report on work done

4.6.6. Training report on CENTLEC ICT personnel on the work done.

5. Special Conditions

- 5.1. ICT Service Providers are invited to submit their Bid on ICT Support Services as per CENTLEC specification.
- 5.2. The successful bidder will be expected to enter into a Service Level Agreement with CENTLEC for a period of thirty-six (36) months.
- 5.3. The successful bidder must submit a Health and Safety file a week (7 days) after receiving an appointment from CENTLEC.
- 5.4. Data owned by CENTLEC gathered during the intrusion test for security consulting or assessment shall remain confidential, the property of CENTLEC and shall not be shared.
- 5.5. Any Consultancy required but not listed above, bidders will be requested to submit a quotation.
- 5.6. The successful bidder should place a permanent employee on site for 8 hours and 24/7 support and calls.
- 5.7. The successful bidder must maintain the occupation of the premises for the duration of the contract.

6. Technical Evaluation

All proposals submitted will be evaluated in accordance with the criteria set out in the policy of Supply Chain Management of the Entity.

The most suitable candidate will then be selected. Please take note that CENTLEC is not bound to select any of the bidders' submitting proposals.

Furthermore, technical competence is the principal selection criteria. CENTLEC will evaluate the technical criteria first and will only look at the price and specified goals if it is satisfied with the technical evaluation. As a result of this, CENTLEC does not bind itself in any way to select the bidder offering the lowest price.

The relative technical weighting of the criteria is as follows:

6.1. Evaluation criteria

Table 2: Evaluation Criteria for ICT Service Support

No.	Criteria	Description	Max Points
6.1.1	Bidder(s) experience in ICT consulting services on the ICT Support	<p>A minimum of two (2) signed reference letters on company's letterhead confirming previous ICT Support Services related to the scope of work.</p> <p>Two (2) letters = 10 points Three (3) letters or more = 15 points</p>	15
6.1.2	Local South Africa (RSA) operational capability and economic investment	<p>Does the bidder have an established local office in (CENTLEC distribution area) = 20 Points</p> <p>Bidder must submit pictures of the premises. The Bid Evaluation Committee has the right to verify the existence of premises before the allocation of points.</p> <p>If not, but within RSA = 10 points</p>	20
6.1.3	<p>Bidders to submit employees IT Qualifications within the company for Skills capabilities.</p> <p>(Company Human Resource should submit a letter of employment on the company letter head for the employees on the BID document confirming employment)</p>	<p>Certified qualifications of personnel who will perform the ICT Support services.</p> <p>Azure (currently installed) Security Engineer Certificate = 5 Points</p> <p>Azure (currently installed) Solution Architect Certification = 5 Points</p>	35

No.	Criteria	Description	Max Points
		<p>Azure (currently installed) Database Administration certifications = 5 Points</p> <p>Microsoft Certified Solutions Associate (MCSA) Server Certificate = 5 Points</p> <p>Veeam (currently installed) certificate Engineer. = 5 Points</p> <p>VMware (currently installed) Certificate Professional = 5 Points</p> <p>Dell (currently in use) Certified Certificate professional = 5 Points</p>	
6.1.4	<p>Vendor Signed and Authorised partnership (signed letters confirming the partnership as the reseller or supplier)</p>	<p>Veeam partner letter = 10 Points</p> <p>VMware partner letter = 10 points</p> <p>HP Partner letter = 10 Points</p>	30
	Total		100

A bidder who gets a minimum of 75 points and above will qualify to the next stage. Individual tenders would have to be evaluated according to the preferential point system. The bidder must score minimum points as follows:

Item 6.1.1 – 10 Points
Item 6.1.2 – 10 Points
Item 6.1.3 – 35 Points
Item 6.1.4 – 20 Points

6.2 PRICE AND REFERENTIAL POINTS SCORING – STAGE 2 (Price and Specific Goals requirement)

All Bidders that have passed the technical evaluation threshold of 75 points would also be scored based the 80/20 principle where 80 Points is for the Price and 20 points for specific goals as per the detail given below.

6.3 Points awarded for price.

A maximum of 80 Points is allocated for price on the following basis:

$$\text{Where } P_s = 80 \left[1 - \frac{P_t - P_{\min}}{P_{\min}} \right]$$

P_s = Points Scored for comparative price of bid under consideration

P_t = Comparative Price of bid under consideration

P_{\min} = Comparative Price of lowest acceptable bid

6.4 Points awarded for Specific Goals Requirement

In terms of Regulation 3.(1) An organ of state must, in the tender documents, stipulate— (a) the applicable preference point system as envisaged in regulations 4, 5, 6 or 7; (b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goals in accordance with the table below;

Table 3: Specified Goals for Preferential Point System

Specified Goals	Points Allocation
50% Black owned	10
50% Women owned	5
50% Youth owned <35 years	5
Total Points	20

7. Pricing Schedule

Table 4: Pricing schedule for Maintenance and Management of Licensing

ITEMS	Monthly (24/7) Support and Monitoring	Rate per hour	Monthly Rate
7.1	ICT Monthly Support Services (as per technical specifications) 24/7 support including. <ul style="list-style-type: none"> • services desk to log the Calls, • Monthly reports, • Management of HP server environment • incidents report and resolutions. • Weekly Meetings for infrastructure 		

	<ul style="list-style-type: none"> • Service level agreement service performance • Training as per solution implementation • Handover report and signoff of projects • All server related problems including software, hardware, and network • Prepared new HP server and software installation (configurations and management) • Contract (end of 36 month) handover report and password changes • 1 x Onsite office personnel daily (8hrs) 24/7 support call 		
	Once off implementation of ICT support services and supply	Unit of Measure	Price (R)
7.2	Supply of Azure Cloud Backup (full solution for One drive Data) and implementation (refer no.5 technical)	Once off	
7.3	Supply of Microsoft Security End Security Protection and installation (refer no.5 technical)	Once off	
7.4	Conduct Azure Migration assessment for all server environment and compliance (refer no.5 technical)	Once off	
7.5	Supply Azure DR Solution (VMware Environment and Workstation) and implementation (refer no.5 technical)	Once off	
7.6	Microsoft Dynamics 365 CRM solution and implementation (refer no.5 technical)	Once off	
	Microsoft Dynamics 365 ERP solution and implementation (Supply chain digitisations and HR, Engineering Customers) (refer no.5 technical)	Once off	
7.7	Microsoft Dynamics 365 Business implementation (refer no.5 technical)	Once off	
	Microsoft Power BI solutions and implementation (refer no.5 technical)	Once off	
7.8	O365 Voice Solution Cloud integrations solution and implementations (refer no.5 technical)	Once off	
7.9	Implement Azure Express Route (refer no.5 technical)	Once off	

7.10	Perform Network and Security Assessment (Threats and vulnerabilities on AD / Exchange /Network /SQL Server (refer no.5 technical))	Once off	
7.11	Supply Microwave links device and installation (Ubiquiti - Power beam 5ac, 500mm 25dbi, M-W41-XX-500 H - WTM 4100,7GHZ) and installations, configurations	Once off	
7.12	Implement Document Management workflow (SharePoint full end to end solution solutions) e.g request, approvals, signature temp, achieving	Once off	
7.13	Supply E-signature Solution for Workflows integrations (end -to – end Adobe Signed solutions) and installation	Once off	
7.14	Supply Software Assets management tool	Once off	
7.15	LAN Installations per point	Once off	
7.16	Supply Fibre Optic cables and installation per meter	Once off	
7.17	Supply Fibre (termination) devices and installations per termination unit	Once off	
7.18	Supply and repair Fibre per meter	Once off	
7.19	Fibre diagnosing and splicing per meter	Once off	
7.20	Supply Server Room Access control. access per door (Smart open Screen devices and recorder) plus central server	Once off	
7.21	Supply Server Room Access cameras and heat sensor per unit installation	Once off	
7.22	Layer 3 Switch configuration and installation (VLAN, QOS Voice and Data split) per Managed HP Switch	Once off	
7.23	Full VLAN Setup and Network Subnetting per network device and HP Switch	Once off	
7.24	WAN Installation per Unit (includes device and Router) M-W41-XX-500 H - WTM 4100,7GHZ or latest in the market	Once off	
7.25	Supply of the HP/Aruba Managed POE switch (48 RJ-45 10/100/1000 ports + POE Manageable switch Duplex: 10 BASE-T/100 BASE-TX: full 1000 BASE-T: Full 4SFP+ 1/10 GbE Ports 1 Dual-personality (RJ-45 or USB micro-B) serial console port Dual Core ARM Cortex @ 1016 MHz, 1GB DDR3 SDRAM	Once off	
7.26	Supply of network CAT6e cable per Roll	Once off	

7.27	Supply of network CAT 6e 5meter per cable	Once off	
7.28	Supply of network CAT 6e 10 Meter per cables	Once off	
7.29	Servicing of the Server Room 8KV UPS (service per Ups	Once off	
7.30	Supply of server room UPS 12V battery per battery	Once off	
7.31	HPE/ Aruba Instant On 10G SFP+ LC SR 300m OM3 MMF Transceiver (R9D18A)	Once off	
7.32	Aruba Instant On 10G SFP+ to SFP+ 50m DAC Cable MMF XCVR SFP Module	Once off	
7.33	Aruba Instant On 10G SFP+ to SFP+ 1m DAC Cable	Once off	
7.35	Teltonika Industrial 4G, LTE Wi-Fi IoT Router with, APN, VPN and Dual Sim, MediaTek Chipset	Once off	
Other services relating to the scope of work (Technical Specification) not listed above will require a third party quotation with the maximum of 15 % markup.			

8. Contact Details

8.1 For any further technical information regarding the document contents please contact Daniel Malokase, e-mail daniel.malokase@centlec.co.za . Such queries must be done in writing, the email address provided serves for this purpose. The answer to any one question will be shared to all the other prospective bidders that have bought the bid documents.

8.2 For Supply Chain related questions, please contact Me Palesa Makhele at palesa.makhele@centlec.co.za