

RFQ No. RFQ2026/31

REQUEST FOR QUOTATION (RFQ)

RFQ Description : Implementation of a Network Monitoring Tool

Closing Date and Time : 15 October 2026 at 12:00PM

Briefing Session Date and Time : N/A

Site Inspection : N/A

SECTION 1: INSTRUCTIONS TO BIDDERS 1.1 Important dates

STEP No.	DESCRIPTION	DUE DATE
1	Release of RFQ	05 October 2026
2	Query window period	05-06 October 2026
3	Closing date for submission of RFQ	15 October 2026 at 12:00 PM

1.2 General Terms

- The validity period of received quotations will be for a period of 90 days.
- Any information Sasria received from the other quoting entities will not be disclosed without prior written consent from the bidder concerned.
- Sasria will pay 30 days after the receipt of an undisputed invoice.
- Where Sasria may hold a compulsory briefing session, the entities which intend to submit quotes must ensure that they have signed an attendance register for such a briefing session.
- Responses must be returned strictly in accordance with this RFQ document.
- Scoring of received bids will be in line with the Preferential Procurement Policy Framework Act (PPPFA) and Sasria Procurement Policy.
- Quotations which are submitted after the closing date and / or time will not be accepted.

1.3 Clarification and Communication

- a) Bidders may only communicate on this RFQ in writing and for the purpose of additional information which is not clarified in the specifications. All enquiries should be addressed using the email address procurement@sasria.co.za and the RFQ number and description **must** be on the email subject line for ease of reference.
- b) Request for clarity or information on the RFQ may only be requested until **2026**. Any responses to queries or for clarity sought by a bidder will also be sent to all the other entities which have responded to the RFQ.
- c) Bidders may not contact any Sasria employee on this RFQ other than the Procurement office. Contact will only be allowed between the successful bidder and Sasria Business Unit representative/s after the approval to award this RFQ.
- d) Contact with business unit will also only be permissible in the case of pre-existing commercial relations which do not pertain to the subject of this RFQ.

1.4 Disclaimers

Sasria reserves the right to:

- a) Negotiate with all or some of the shortlisted bidders.
- b) Award the RFQ to a bidder other than the highest scoring bidder.
- c) Cancel this RFQ.
- d) Award parts of the RFQ to different bidders, or not to award the RFQ at all.
- e) Award the RFQ in full or in part.

1.5 Protection of Personal Information

1.5.1 Use of Personal Information

- a) The Bidder voluntarily submits this RFQ/document containing personal information, for the purposes of Sasria's RFQ NO. **RFQ2026/31**
- b) Sasria is committed to protecting Bidder's privacy and recognises that it needs to comply with statutory requirements in collecting, processing and distributing of personal information.
- c) The Constitution of the Republic of South Africa provides that everyone has the right to privacy and the Protection of Personal Information Act 4 of 2013 ("POPIA") includes the right to protection against unlawful collection, retention, dissemination and use of personal information. In terms of section 18 of POPI, if personal information is collected Sasria, as responsible party, must take reasonably practical steps to ensure that the data subject is made aware of the information being collected.
- d) In order to process RFQ No. **RFQ2026/31** and make an award to a successful Bidder, it is necessary for the Bidder to provide Sasria with personal information of the Bidder, which personal information includes, but is not necessarily limited to the Bidder's company's Director/Shareholder and registration details with relevant authorities such as SARS, CIPC, National Treasury, the required details of the Bidder's experience etc. This personal

information is necessary for purposes of processing RFQ no. **RFQ2026/31** in the discharging of contractual and legislative obligations of Sasria.

- e) Sasria may be required, directly or indirectly, in terms of its regulatory obligations, to collect the information in order to report to the Minister representing its shareholder or other Government structures and for responsible record keeping, statistical and any other purpose.

1.5.2 Consent

- a) The Bidder (as data subject), by signing this document, hereby consents to the use of their personal information described herein and confirms that:
 - i. they have obtained all the necessary consent from their shareholders/directors or counterparts and/or employees, including the consent for Sasria to receive and process such personal information;
 - ii. information is supplied voluntarily, without undue influence from any party and not under any duress;
 - iii. the information which is supplied herewith is mandatory for the purposes of this RFQ No. **RFQ2026/31** and that without such information, Sasria will not be able to process RFQ no. PR000008525 and discharge legislative obligations;
- b) Failure to provide the information will result in the objectives of the RFQ no. **RFQ2026/31** not being achieved, with the Bidder being disqualified also for RFQ no. **RFQ2026/31**.
- c) The Bidder acknowledges that it is aware that it has the following rights with regard to such personal information which is hereby collected in accordance with this consent. The right to:
 - i. access the information at any reasonable time for purposes of rectification thereof; ii. object to the processing of the information in which case its response to RFQ NO.: **RFQ2026/31** will terminate immediately on receipt of such objection;
 - iii. lodge a complaint to the Information Regulator.

1.6 Ethical Dealings

By submitting its bid, the bidder will be deemed to have confirmed that it is not involved in any form of unethical business practices, and hereby warrants that it shall adhere to all ethical standards required of it by virtue of the professional nature of its business.

1.7 CSD Registration

The bidder must be registered on CSD and be tax compliant.

1.8 Submission Format

- a) The quotation and all written material and attachments must be submitted in English. All price values must be stated in South African Rand values.

- b) Bidders are required to submit their Quotations electronically to Procurement Services Office at email address (procurement@sasria.co.za).
- c) The RFQ documents must be signed and completed by the authorized person acting on behalf of the bidding entity. The bottom of each page of the RFQ response documents must be signed or stamped with the bidder's stamp as proof that the bidder has read the RFQ documents and accepts the terms and conditions stipulated.

1.9 Evaluation Process

Proposals will be evaluated according to the following process:

Stage 1 – Governance

The evaluation during this stage is to ensure that all required documentation is received and duly completed and that all requisite requirements are complied with. During this stage, all bidders that did not achieve the above requirements on documentation required, may be disqualified. The required documentation are as follows:

- CSD report
- Valid BBBEE certificate
- Returnable SBD forms

Stage 2 – Preference Point System

Bidders will be evaluated on Price and Specific Goals in accordance with the PPPFA and Sasria Procurement Policy. Specific goal(s) means specific goals as contemplated in section 2(1)(d) of the PPPFA which may include contracting with persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender and disability including the implementation of programmes of the Reconstruction and Development Programme as published in Government Gazette No. 16085 dated 23 November 1994.

Preference Point Criteria

Points will be calculated based on the preference points system as stipulated below.

CRITERIA	TOTAL POINTS ALLOCATED
Price	80
Specific Goal(s)	20
TOTAL	100 points

Criteria for Specific Goals

Below is the specific goal(s) allocated for this RFQ in line with Sasria's transformation objective. Bidders are required to provide valid and sufficient proof as indicated in the table below to claim the preference points indicated.

Specific Goal to be measured	Points allocated out of a maximum 20.00 points	Proof required to allocate points
1. The tenderer is: a) An Exempted Micro Enterprise (EME) or	15.00	Sworn Affidavit

b) A Qualifying Small Enterprise (QSE) or	15.00	Valid B-BBEE certificate or Sworn Affidavit for QSE that are at least 51% black owned
c) A Generic enterprise	10.00	Valid B-BBEE certificate
d) A Generic enterprise (Prime Contractor) subcontracting at least 20% of the contract to either a EME or QSE.	15.00	1. Valid B-BBEE certificate and 2. A signed subcontracting agreement (between the Prime Contractor and Subcontracting parties) 3. Sworn Affidavit for EME or QSE that are at least 51% black owned
2. Additional points if the tenderer is at least 51% black Owned <i>(a Prime contractors B-BBEE certificate or Affidavit will be used in the case of subcontracting arrangements)</i>	5.00	Valid B-BBEE certificate or Sworn Affidavit

Please Note:

- Failure on the part of a tenderer to submit proof or documentation required in terms of this RFQ to claim points for specific goals with the quotation, will be interpreted to mean that preference points for specific goals are not claimed.
- Sasria reserves the right to require of a tenderer, either before a quotation is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the Sasria.
- Sasria reserves the right at its sole discretion, and at any time, to amend, deviate from, postpone, discontinue or terminate the transaction/procurement process without incurring any liability whatsoever to any other party.
- No commitment of any kind, contractual or otherwise shall exist unless and until a formal written agreement or purchase order has been executed by or on behalf of Sasria. Any notification of appointment or preferred service provider status by Sasria shall not give rise to any enforceable rights by the service provider. Sasria may cancel this RFQ any time prior to a formal written agreement or purchase order being executed by or on behalf of Sasria.
- Consortium or Joint Venture – to submit a valid consolidated B-BBEE certificate or Affidavit and a signed Consortium or Joint Venture agreement.
- Prime Contractor with Subcontractor(s)- Prime Contractor and Subcontractor(s) B-BBEE certificates or Affidavits are required and a signed subcontracting agreement
- Individual bidder – must submit a valid B-BBEE certificate or Affidavit

2.1. Background

Sasria requires the implementation of a centralised monitoring solution to provide visibility, alerting and reporting across its IT environment. The solution must monitor network devices, physical servers, virtual servers, applications to support proactive incident detection, troubleshooting, service continuity and capacity planning.

Sasria's operations and user base are based at one primary location, with a staff complement of approximately 176 users. The organisation's applications and IT infrastructure are centralised in the data centre, and users access these services through MPLS VPN and internet connectivity.

The monitoring scope includes, but is not limited to LAN infrastructure, switches, firewalls, wireless controllers, access points, physical servers, Nutanix AHV virtual servers, critical applications required to support business operations.

Sasria's MPLS connection is provided through a 200Mbps dedicated fibre link with 200Mbps guaranteed internet bandwidth managed by the service provider. The proposed solution must assist Sasria in monitoring the availability, health, performance, utilisation and service impact of the infrastructure and services listed below.

Current Network Infrastructure

Device Type	Make/Model	Quantity
Switch	Cisco C9300-48P Catalyst	8
Firewall	Fortinet Firewall 200E	2
Wireless Controller	Huawei AC6508	2
Access Point	Huawei AirEngine 5762-10	13
Physical Servers	Lenovo 5221 servers	5
Virtual Servers	Nutanix AHV	+150

2.2. Scope of Work

The appointed service provider will be required to configure, implement, test, and provide ongoing support and maintenance for a scalable, secure and centralised Network Monitoring Solution. The proposed solution must enable Sasria to monitor the availability, health, performance and utilisation of its network infrastructure, physical and virtual servers, applications and related IT services; provide proactive alerting and actionable operational insights; support troubleshooting, service continuity and capacity planning; and integrate with

Sasria's existing IT Service Management platform. The scope of work includes, but is not limited to, the following:

2.2.1. Centralised Monitoring and Discovery

- The solution must provide a single, centralised management console for monitoring network devices, physical servers, virtual servers, applications and related IT services.
- The solution must support automatic discovery and classification of network devices, servers, virtual hosts, virtual machines and other monitored infrastructure assets.
- The solution must support monitoring protocols and methods such as SNMP, SNMPv3, WMI, ICMP, CLI, API or equivalent secure methods, where applicable to the monitored device or platform.

2.2.2. Network Device Monitoring

- The solution must monitor network devices including switches, routers, firewalls, wireless controllers, access points and other SNMP-enabled devices.
- The solution must provide real-time and historical monitoring of device availability, response time, packet loss, CPU utilisation, memory utilisation, interface utilisation and device health.
- The solution must provide interface and port-level monitoring, including bandwidth utilisation, traffic rates, link status, errors, discards and total traffic transmitted and received.

2.2.3. Server Monitoring

- The solution must monitor physical and virtual servers, including availability, CPU utilisation, memory utilisation, disk utilisation, network utilisation, running processes and critical services.
- The solution must support monitoring of Windows and Linux servers using appropriate supported monitoring methods.

2.2.4. Virtualisation Monitoring

- The solution must support virtualisation monitoring for the organisation's virtual environment, including Nutanix AHV, and must provide visibility of hosts, virtual machines, resource utilisation and capacity trends.

2.2.5. Application and Service Monitoring

- The solution must provide application and service monitoring for critical applications, services and processes, including availability and service health status.

2.2.6. Alerting and Notifications

- The solution must provide configurable threshold-based alerts for availability, performance degradation, service outages, hardware health, capacity utilisation and other critical events.
- The solution must support alert notifications via email and equivalent notification channels, including escalation rules where required.

2.2.7. ITSM Integration

- The solution must provide built-in or standard product-supported integration with Sasria's existing IT Service Management platform, currently ManageEngine ServiceDesk Plus, without requiring extensive custom development.
- The integration must enable automated incident or ticket creation, alert escalation, status updates and reporting alignment.
- The bidder must demonstrate how alerts generated by the monitoring solution will be converted into tickets or incidents within Sasria's existing ITSM platform, including the flow of key information such as device name, alert type, severity, timestamp and resolution status.

2.2.8. Dashboards, Reporting and Historical Data

- The solution must provide dashboards showing network, server, application and service health, top utilisation, availability, active alarms and performance trends.
- The solution must provide reporting and historical monitoring data to support troubleshooting, trend analysis and capacity planning.

3. Technical Evaluation Criteria

The evaluation during this level is based on technical criteria (Functionality). The technical evaluation will be conducted in 3 phases, as follows:

3.1 Phase 1: Mandatory Technical Requirements

The bidder must indicate its compliance / non-compliance to the requirements and should substantiate its response in the space provided below. The Mandatory Technical Requirements are as follows:

Mandatory Requirement		Comply	Not Comply
The bidder must be accredited or licensed to implement and support the Network Monitoring Solution.			
The bidder must submit documentary proof from the Original Equipment Manufacture confirming that the bidder is an accredited or licensed product supplier.			
Substantiate			

Note: Failure to comply with Mandatory Requirements will lead to the bidder being disqualified, and not considered for further evaluation of the Other Technical Requirements

3.2 Phase 2: Technical Evaluation Criteria

Criteria description		Weighting
3.2.1	COMPANY EXPERIENCE: The bidder must submit reference letters with proven knowledge and experience in the Supply, Installation, Configuration, Testing and Commissioning of a Network Monitoring Solution within the past five (5) years. These reference letters must: • Be printed on the official company letterhead of the referring client; • Clearly specify the scope and nature of the services provided; • Be signed and dated by an authorised representative; • Include a verifiable contact email address and/or telephone number for confirmation purposes. The points will be allocated as follows: • 4 reference letters submitted (40 points) = 100% • 3 reference letters submitted (30 points) =70% • 1 – 2 reference letters submitted (20 points) =30%	40

	0 reference letters submitted (0 points) =0%	
3.2.2	SOLUTION REQUIREMENTS The bidder must submit a proposal which meets the specified business requirements in Section 2.2: The proposal must also include the full details of the proposed solution capabilities. The bidder must specify how the proposed solution will meet Sasria's business functional and non-functional requirements as specified in Annexure E. Points to be allocated as follows: • The proposed solution meets all 14 requirements (25 points) = 100% • The proposed solution meets 10 – 13 of the requirements (17.5 points) = 70% • The proposed solution meets 5 – 9 of the requirements (7.5points) = 30% • The proposed solution meets 4 and below of the requirements (0 points) = 0%	60

3.3 Phase 3: Solution Demonstration

The shortlisted bidders will be required to demonstrate their proposed solution to Sasria Soc Ltd. Bidders will be given a maximum of 5-day notice for the demonstrations.

Item	Criteria	Points
	Solution Demonstration Requirements: Bidders are required to conduct a demonstration of their proposed Monitoring Solution. The demonstration must show how the proposed solution meets the eight functional requirement sections set out in Section 2.2., including native or standard product-supported integration with Sasria's existing ITSM platform.	
1	1. Centralised Monitoring and Discovery 2. Network Device Monitoring 3. Server Monitoring 4. Virtualisation Monitoring 5. Application and Service Monitoring 6. Alerting and Notifications 7. ITSM Integration with Sasria's Existing ITSM Platform	100

	Dashboards, Reporting and Historical Data A demo of the actual solution to illustrate its functionality will be required and the scoring will be allocated as follows: 90 – 100% compliance with requirements across items 1 – 7 (100 points) = 100% score 80 – 89% compliance with requirements across items 1 – 6 (70 points) = 70% 70 – 79% compliance with requirements across items 1 – 5 (30 points) = 30% - Below 70% compliance with requirements (0 points) = 0%	
Total		100

SECTION 3: PRICING SCHEDULE

- Bidders are required to provide a detailed, comprehensive (all-inclusive) and fixed fee/price proposal i.e., all costs associated with the bidder's proposal must be clearly specified and included in the Total Bid Price.
- All prices must be VAT exclusive and must be quoted in South African Rand (ZAR).

Is the proposed bid price linked to the exchange rate?	Yes	No
<i>If yes, the bidder must indicate CLEARLY which portion of the bid price is linked to the exchange rate:</i>		

3

Payments will be linked to specified deliverables after such deliverables have been approved by Sasria.	Comply	Not Comply

4

	Comply	Not Comply
--	--------	------------

Sasria reserves the right to consider the guidelines on consultancy rates as set out in the **National Treasury Instruction 01 of 2024/2025: Cost Containment Measures**, where relevant.

The bidder must indicate if their proposed rates are in line with the provisions of the referenced National Treasury Instruction: Cost Containment Measures.

Substantiate / Comments

5 Costing Schedule

Software Licenses

5.1.1 Supply of Electronic license(s) for the complete solution

Cost Elements	Total Cost (VAT Excl.)
Electronic license(s)	
Subtotal (5.1.1) (VAT Excl.)	

5.1.2 Installation and Implementation

Cost Elements	Total Cost (VAT Excl.)
Installation and Implementation	
Subtotal (5.1.2) (VAT Excl.)	

5.1.3 Maintenance charges

Cost Elements	Monthly Fee (VAT Excl.)	Annual Cost (VAT Excl.)
Maintenance		
Subtotal (5.1.3) (VAT Excl.)		

Total Bid Price

Activity/ Deliverable	Amount
Sub-Total (5.1.1) (VAT Excl.)	
Sub-Total (5.1.2) (VAT Excl.)	
Sub-Total (5.1.3) (VAT Excl.)	
Total Bid Price (VAT Excl.)	

Price Declaration Form



Dear Sir,

Having read through and examined the Request for Quotation (RFQ) Document, RFQ no. **RFQ2026/31**, the Instructions, the Requirements and all other Annexures to the RFQ Document, we offer provide network monitoring tool as per specification at the following total amount:

R..... (Excluding VAT) In words

R..... (Excluding VAT)

We confirm that this price covers all requirements as specified in this **RFQ PR000008525**. We confirm that Sasria will incur no additional costs whatsoever over and above this amount in connection with the provision of these items.

We undertake to hold this quote open for acceptance for a period of 90 days from the date of submission of quotes. We further undertake that upon final acceptance of our quote, we will commence with the provision of services/ goods when required to do so by the Sasria.

We understand that you are not bound to accept the lowest or any quote and that we must bear all costs which we have incurred in connection with preparing and submitting this quote.

We hereby undertake for the period during which this quote remains open for acceptance not to divulge to any persons, other than the persons to whom the bid is submitted, any information relating to the submission of this quote or the details therein except where such is necessary for the submission of this bid.

SIGNED

DATE

(Print name of signatory)

Designation

Declaration

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 **RFQ2026/31**, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- The information furnished is true and correct;
- The preference points claimed are in accordance with the requirements as indicated in paragraph 1.9 of this **RFQ2026/31**
- In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.9, the contractor may be required to furnish documentary proof to the satisfaction of the Sasria that the claims are correct; o 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 –
 - ☐ disqualify the person from the tendering process;
 - ☐ recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - ☐ 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;
 - ☐ 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 ☐ forward the matter for criminal prosecution, if deemed necessary

FOR AND ON BEHALF OF: COMPANY

NAME

Tel No

Fax No

Cell No
