

Annexure A: TERMS OF REFERENCE

1. Background

ICASA utilises ICT as a strategic enabler to improve service delivery and internal operations. Forming part of the ICT enabled service, is a service desk that is used by the department to, amongst others, log incidents, service request and change request. The Microsoft SCM tool is currently utilized as an ITSM software.

2. Scope of Work

ICASA would like a Service Provider to provide an SLA management system for a period of 3 years.

The scope of work must include the following for the ITSM software products and services:

2.1 Software licenses for a period of 3 years

2.2 ITSM Implementation Design and Planning

- Detailed design documents and diagrams for all components of the proposed system, whether On Premises or SaaS.
- Provide a detailed implementation plan.
- Provide weekly written status reports to include, but not be limited to, work completed, work underway, upcoming planned work, scheduled changes and delays.
- For on premises systems, server hardware recommendations for initial planned implementations and expanded implementations.
- Storage hardware recommendations for initial planned implementations and expanded implementations.
- Develop project schedule and plans. Schedule and plans must specify activities to be completed on and off the site, amount of time spent per activity per site and resources required and provided to perform each activity.
- Consulting on process maturity and best approach for process implementation.

- Consulting on ICASA personnel required for each implementation
- Recommended conversion and migration approach (e.g., from various currently implemented solutions to proposed solution).
 - Recommended test plans and procedures.
 - Standard Operating Procedures
 - Recommended business practice
- Product Documentation

2.3 ITSM System Implementation Services

- For On-Premise systems, supply and install the application software on the servers, workstations, and remote workstations.
- Complete system implementation.
- Technical consulting services on integrations with external systems (e.g., web services, external workflow, etc.).
- Provide support staff during configuration acceptance tests.
- Technical training materials and classes.
- End user training materials and classes.

2.4 Ongoing application maintenance and support.

- Warranty support for all system software and hardware.
- A detailed Service Level Agreement (SLA)

2.5 Special Mandatory Conditions

The following are special mandatory conditions for the proposed solution:

Substantiate / Comments		
Special Condition		
The bidder must be a Gold or higher accredited reseller for the proposed solution and provide certificate/Letter from the OEM.	Comply	Not Complied

2.6 Functional Requirements

Change Management Requirement	Comply	Not Complied
25. Ability to provide record of all impacted services based on scheduled changes to CIs.		
26. The application is certified by software assessment service for Change Management in ITIL V3.		
27. Ability to maintain a calendar of pending and approved change requests with support for blackout dates (make no changes)		
Incident Management Requirement		
28. The application is certified by software assessment service for Incident Management in ITIL V3.		
Request Fulfilment Requirement		
29. The application is certified by software assessment service for Service Fulfilment in ITIL V3.		
30. Ability for users to express availability for service delivery		
Service Catalogue Requirement		
31. The application is certified by software assessment service for Service Catalogue Management in ITIL V3.		
Service Desk Requirements		
32. Ability for Service Desk management to create additional fields to track items that are not currently defined in your default user-interface (e.g. to track events, and types of services not in the catalogue (phishing, spam) and outages)		
33. Ability to provide workflow tool allowing definition of service from initial request to fulfilment incorporating the ability to support serial and parallel workflow paths. It should also be able to identify/associate approval points required during the flow until final delivery is successfully accomplished		
General		
34. Ability to modify workflows for specific projects while leaving the current workflow active		
35. Ability to provide a customer self-service portal where a customer may access knowledge base articles and FAQs, submit and update requests, and monitor the status of their requests		
36. Ability to provide workflow visualization to depict status of tickets.		
37. Ability to support full functionality via mobile devices (phones and tablets). Describe which functionality is NOT available on mobile devices.		
38. Ability of the application to support authorization, role, and group membership updates in real time using LDAP		

39. Ability to monitor and record hits on web page and usage		
Reports and Dashboards		
40. Ability to export report data to third-party programs (i.e. XLS, DOC, HTML, CSV, TXT, PDF)? Please specify which formats are available.		
41. Ability to generate exception reports against thresholds		
42. Ability to provide a web-enabled real-time graphical reporting tools (dashboard), with the ability to drill down into specific data points.		
43. Ability to provide an interface to schedule report generation		
44. Ability to provide a menu selection of standard reports and dashboards.		
45. Ability for users and administrators to use drag and drop methods to create their own custom reports.		
46. Ability to provide an authoring tool for custom ad hoc report generation and dashboards. Please describe.		
47. Ability to create custom ad-hoc parameters on reports and dashboards (e.g., report is called and prompts user to enter query parameter values instead of hard-coding those values in the query). Should be easy for a non-technical person.		
48. Ability to report trending specific to each ITIL process. (Request Fulfilment, Incident Management, Problem Management, Change Management, etc.)		

3. Evaluation of the Bids

The received bids will be evaluated on the 80/20 procurement principle as per the Supply Chain Management Policy and the relevant Treasury Regulations. The following evaluation approach will be applied:

- Phase 1 will be the screening of mandatory documents, ensuring compliance thereof and evaluation of specific goals.
- Phase 2 evaluation of functionality criteria
- Phase 3 will be evaluation on price and BBEE.

FUNCTIONALITY EVALUATION			WEIGHTS
1. METHODOLOGY			20
8. REFERENCES	Provided references <i>in company letterhead</i> , where service provider rendered services <i>of similar nature</i> , stating Name of Client, Contactable Telephone number or Cellphone number and email address, date when work was performed	= 5	
	• Five (5) or more references provided;		
	• Four (4) references provided;	= 4	
	• Three (3) references provided;	= 3	
	• Two (2) or less references provided;	= 2	
	• Irrelevant/no reference(s) provided	= 1	
9. EXPERIENCE	The service provider has a minimum of:		
	• five (5) years or more in the provisioning and Support of the proposed ITSM;	= 5	
	• four (4) years in the provisioning and Support of the proposed ITSM;	= 4	
	• three (3) years in the provisioning and Support of the proposed ITSM;	= 3	
	• less than three years in the provisioning and Support of the proposed ITSM;	= 2	
	• no/irrelevant experience in the provisioning and Support of the proposed ITSM;	= 1	
10. PERSONNEL	The service provider must provide:		
	• key staff member's relevant qualifications (certificates, diplomas or degrees as well as professional registration certificates), experience previous and current occupation;		
	• Include full detailed CV's of the key staff members that will be fully dedicated to this project.		
	• A contract manager, developer, and project leader with a minimum of five (5) years' experience in managing and developing projects of a similar nature.	= 5	
	The proposal does not meet any of the above-mentioned requirements	= 1	

	11.SLA (Turnaround timelines for maintenance, repairs & support) Technical Support Turn Around Time for a total outage (P1) must be 0 – 3 hours (5 points) Support Turnaround times: • (0 – 3 hours) (5 points) • (4 – 8 hours) (1 points)		
	12. Functional Requirements • comply with less than 24 requirements.	=1	
	• comply to all 24 requirements	=5	

	40
Total:	100
Cut off	

Only bidders who passed the threshold of 80/100 for functionality will be evaluated further for price and BBBEE.