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**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES TO THE NATIONAL AGRICULTURAL MARKETING COUNCIL (NAMC) FOR A PERIOD OF THREE (3) YEARS**

**BID NUMBER: NAMC- T06/2022**

**CLOSING DATE: 7 FEBRUARY 2023 @ 11H00 COMPULSORY BRIEFING SESSION TO BE HELD VIRTUALLY ON 20 JANUARY 2023 @ 11h00**

**VALIDITY PERIOD: 90 DAYS**

**NB: On the last page of this document the bidder needs to declare and indicate that they have read and understood the document in full.**

**Faxed and/or emailed bids will not be accepted, only hand delivered, and couriered original proposals will be accepted.**

## **1. INVITATION**

The National Agricultural Marketing Council (NAMC) is inviting service providers to submit proposals for Information and Communication technology services for a period of three (3) years.

## **2. INTRODUCTION**

The National Agricultural Marketing Council (NAMC) is a statutory body established in terms of the Marketing of Agricultural Products Act, 1996. The main function of the Council is to advise the Minister of Agriculture, Land Reform and Rural Development (DALRRD) on issues relating to the marketing of agricultural products.

## **3. SCOPE OF WORK**

### **3.1 Scope of the work**

- Software/ Application installation and support.
- Operating system installation and support.
- Support of E-mail services on workstations.
- Support of Internet services on workstations.
- Hardware (Laptops and Desktops) support.
- Support of peripherals e.g. Printers, Photocopiers.
- Hardware and software security maintenance (including anti-virus software).
- The service provider will be expected to manage the NAMC's helpdesk.
- Analyze reported incidents for the purpose of prioritization and trends.
- Attend to reported incident resolution and advise client.
- Escalate outstanding reported incidents and tasks to manager.

- Provide guidance, advise and assurance on NAMC multiple communication channels (email security, videoconferencing, design software, etc.).
- Preventative maintenance.
- Monthly Report on incidents (work done).
- Contact Help Desk facility.
- Periodically review company technical environment and suggest how it can be improved.
- Periodically reviewing workload.
- Provide technical website development, support, hosting and maintenance.
- Provide Everlytics bulk email system for NAMC electronic communications.
- Test disaster recovery process to an alternate site, in case of emergency.
- Test the backup restore procedure.
- Get a performance baseline for things like %Processor Time, Page filing, Disk Queues.
- Change Service Account Passwords, this could be done quarterly.
- Desktop support service requests.
- Coordination and Maintenance of the, Intranet, network media (Server Exchange), Wi-Fi and physical network including LAN
- Monthly reports to Management on overall IT activities, quarterly and annual reporting to ICT Steering Committee and Audit and Risk Committee
- Assist in drafting and reviewing of IT policies and presenting them to various oversight structures for approval.
- Act as the Chief Information Officer for NAMC, ensuring that all IT-related services, compliance requirements etc. are managed effectively

### **3.2 Server Support**

- Installation, maintenance and troubleshooting of Microsoft Windows operating system.
- Installation, maintenance and troubleshooting of Active Directory.

- Installation, maintenance and troubleshooting of Microsoft Exchange Server.
- Installation, maintenance and troubleshooting of File Server.
- Installation, maintenance and troubleshooting of Print Server.
- Server Hardware support.
- Securing the server Infrastructure including Microsoft updates and patches updates.
- DNS, DHCP and WINS network infrastructure maintenance.
- Server Capacity and Availability Management.
- Development of scripts for roll-outs.
- Maintain inventory of Computer rooms.
- Support of internal LAN/WAN infrastructure hardware, software and peripherals.
- Monitoring of data lines.
- Report to Management on Server Status and Problem Resolution.
- Air-conditioners and UPS management in Server rooms.
- Quality control and implementation of company's policies, procedures and standards.
- Preventive maintenance.
- Implement any new policy, permission, logon script, or scheduled server modification.
- Provide technical support of the NAMC website (service provider is expected to manage the transfer of NAMC website content, host, maintain, update NAMC website)
- Monthly Report on incidents (work done).

### **3.3 Backup services**

- Perform Backup of data/information on servers (daily, weekly and monthly).
- Perform Backup of E-mails.
- Perform online backup (according to public sector regulations).

- Perform test restore.
- Availability and restore of data when needed.
- Manage backup schedules and policies.
- Train identified staff in managing back-up services.
- Support internal and external backup devices.
- Analyze reported incidents for the purpose of prioritization and trends.
- Attend to reported incident resolution and advise client.
- Update and roll out of security patches.
- Administration tape schedules and offsite storage.
- Preventative maintenance.
- Website back-up services.
- Monthly Report on incidents (this includes status of backup performed, restore done).

### **3.4 Website transfer and Hosting**

- Website support includes technical support of the WordPress Content Management System and its associated elements/ plugins.
- Website transfer and provision of Maintenance Services.
- Perform periodic Server Backups and system health check-ups.
- System security must be ensured by verifying login details or using security plugins, setting the log-in attempt limit, using HTTPS / SSL certificates, and ensuring non-repudiation of access.
- Website Domain renewal.
- Website hosting with Unlimited bandwidth.
- Analytics report on quarterly traffic to the site.
- Update the current Content Management System to be flexible and user-friendly.

### **3.5 Everlytics Bulk Email System - Basic Package**

- Subscriber Limit Up to 250 000 email accounts.
- Email and Telephone Support.
- Basic Reputation Management.
- Secure Server & Encryption.
- Email Campaigns.
- A/B Split Test Email.
- Landing Pages & Subscription Forms.
- Workflows & Automation – Basic.
- Email Transactional Reporting History = 6 months.

### **3.6 Documentation**

- Assist in develop and Implement IT Standard Operating Procedure (SOP).
- Assist in the development of ICT policies.
- Monthly Reports (Status of calls).
- Keep a log of everything you have fixed or performed maintenance on.
- Uptime/Downtime reports.
- Audit network for unauthorized changes.
- Quarterly reviewing of SOP and ICT Policies.
- Disaster Recovery Plan been reviewed and updated to reflect changes in the environment.

### **3.7 Consulting and Planning**

- Consult with NAMC divisions on ways to use ICT in teaching, research, administration and communications.
- Identify new technologies to allow Staff to be more productive/effective creative and innovative.

- Provide project management in the introduction of new systems and applications – conduct internal workshop.
- Evaluate hardware and software products and make purchasing recommendations.
- Stay abreast of current and emerging standard products.
- Advise on capacity planning and Performance Monitoring.

### **3.8 COORDINATE ICT RESOURCES AND SPECIAL PROJECTS**

- Quarterly prepare reports to be reviewed by NAMC.
- Quarterly Coordinate and monitor IT security Levels.
- Review and upgrade Information Security on a constant basis.
- Coordinate the implementation of IT strategic plan.
- Coordinate Backup systems and strategy.
- Coordinate the installation and maintenance of all ICT related hardware and software.

### **3.9 KNOWLEDGE MANAGEMENT**

- Consult with NAMC staff to determine their needs, through engagements in order to find solutions to problems.
- Develop and implement a knowledge management systems strategy to systematically gather, re-package, store and disseminate knowledge in a manner that eliminates duplication of efforts, re-invention of the wheel, and to enhance efficiency and effectiveness within the NAMC.

- Designs filing formats and systems on “H” Drive for all sections in consultation with Senior Managers and Communications Officer, and in conformity with government standards.
- Designs systems, policies and processes for effective implementation of the knowledge management function at the NAMC.
- Promotes the use of collaborative tools: managing and sharing information through the NAMC's operational business processes and systems by, among others, strengthening links between knowledge sharing and the information systems.
- Disseminate information about NAMC's knowledge sharing programs to internal and external audiences, including organizing knowledge sharing events (such as knowledge fairs, site visits, interviews).
- Researches and introduces benchmarking in library activities, intranet and data management.
- Maintains consultative and advisory relations with all divisions on issues related to knowledge management and sharing.

#### **4. EVALUATION PROCESS**

The evaluation process will follow the stages detailed below:

- Administrative compliance (Stage 1)
- Functionality (Stage 2)
- Presentation (Stage 3); and
- Pricing and B-BBEE Status (Stage 4).

##### **4.1 Stage 1: Mandatory requirements**

Proposals duly lodged will be examined to determine compliance with bidding requirements and conditions (completion and attachment of compulsory documents).

Proposals with deviations from the requirements/conditions will be eliminated before stage 2 (two) of the evaluation process.

The following are compulsory requirement and if not submitted the bidder will not progress to stage 2 (two) of the evaluation process:

<b>Pre-Qualification Requirements</b>		<b>Check list</b> √ <b>Tick each box</b>
SBD 1	Completed, attached and signed	
SBD 3.1:	Completed, attached and signed	
SBD 4:	Completed, attached and signed	
SBD 6.1:	Completed, attached and signed	
Terms of Reference document: Completed, attached and signed		
General Conditions of Contract: Initialled and attached		
Proof of registration on Central Supplier Database (managed by National Treasury) a report <b>not older than a month of the date</b> of submission must be submitted		

***Note: All SBD forms must be submitted (signed) noting where it is not applicable. If any specific SBD form is not submitted, documentary proof clearly stating the reasons must be attached.***

Failure to adhere to the above conditions will invalidate the proposal.

Bidders must also supply the following documents (where applicable).

<b>Other Requirements</b>	<b>Check list</b> √ <b>Tick each box</b>
Valid B-BBEE Certificate or attached (certified copy) or Sworn Affidavit	
Company Registration documents	

#### 4.2 Stage 2: Elimination of proposals on grounds of functionality

No	Description	Subdivision of Functional Criteria	Points Weighting	Total Points
1	<b>Company Experience, Skills and Ability of Service Provider</b> ( the service provider must provide a detailed company profile)	Experience of service provider in the regulatory environment or public sector in IT services  1- 3 years=5 points 4-7 years=10 points Above 8 years=15 points	15	15
2	<b>Technical Approach and Methodology</b>	Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the scope of work as detailed under Point 3 above	25	25
4	<b>References</b> (contactable clients that were serviced in the past 36 months)	Reference Letters with positive feedback from public entities  3-2reference letters= 5 3- 5 Reference letters=10 More than 5 Reference letters=15	15	15
5	<b>Personnel Experience and qualification</b>  • <b>Provide comprehensive CV</b>	The bidder must provide an organogram which details the team that will be allocated to NAMC together with their cv and qualifications:  a  Detailed CV that shows experience within ICT service (Middle level personnel)  1-4 years' experience =3 points 5-7 years' experience= 5 points Above 7 years=10 points	10	
		Detailed CV that shows experience within ICT service for senior personnel	10	

No	Description	Subdivision of Functional Criteria	Points Weighting	Total Points
	<b>Qualifications and certification</b>	1-9 years' experience =3 points 10 -15 years' experience=5 points Above 15 years=10 points		35
		Qualifications for middle personnel in ICT/IT  No tertiary qualification=0  Tertiary qualification only=5 points Tertiary qualification & Certification=10 points	10	
		Qualifications for senior personnel in ICT/IT  No tertiary qualification=0 Tertiary qualification and certification =5	5	
	<b>Professional membership for the team</b>	No professional body affiliation=0 Affiliated with 1 professional body=5 Affiliated with more than 1 professional body=10	10	10
	<b><i>Minimum threshold for technical (functionality)</i></b>			<b>70</b>
	<b>TOTAL</b>			<b>100</b>

Proposals that score less than 70 points of the scores for functionality will be eliminated from further participation in the Bid Evaluation process (Stage 3).

Proposals will be evaluated for functionality as follows:

## Stage 2 Technical (Functionality) proposal

**Note: The minimum qualifying score for functionality is 70 points out of 100 points. All bidders that fail to achieve the minimum qualifying score on functionality shall not be considered for further evaluation on presentation.**

A point scoring system would be utilized as follows:

<b>Score</b>	<b>Description</b>
1	Does not meet requirements, or no information supplied.
2	Meet some of the requirements
3	Almost meet all requirements
4	Fully meet all requirements
5	Exceeds all requirements

### 4.3 Stage 3: Presentation

Bidders that have passed stage 2 of evaluation will proceed to stage 3 of evaluation which is Presentation. Prospective bidders who score a minimum of 60 points or more will be considered for the next stage, Stage 4 (Price and B-BBEE Status level of contributor).

	<b>Functionality (Presentation)</b>	<b>Maximum points to be awarded</b>
1	Presentation on the process and methodology to be followed to assist NAMC with their ICT Functions	40
2	Presentation on transfer, hosting, maintenance of NAMC website	30
3	Presentation on the afterhours services to be offered to NAMC	30

	<b>Functionality (Presentation)</b>	<b>Maximum points to be awarded</b>
<b><i>Total Presentation points</i></b>		<b>100</b>
<b><i>Minimum threshold for presentation (functionality)</i></b>		<b>60</b>

A point scoring system would be utilized as follows:

<b>Score</b>	<b>Description</b>
1	Does not meet requirements, or no information supplied.
2	Meet some of the requirements
3	Almost meet all requirements
4	Fully meet all requirements
5	Exceeds all requirements

#### **4.4 Stage 4: Price and B-BBEE Status level of contributor**

##### **Points awarded for price**

The 80/20-preference points system for price would be utilized for procurement with a contract of up to R50 000 000.00 (VAT inclusive), as per the Preferential Procurement Policy Framework Act (PPPFA) and its regulations.

The following formula would be applied:

$$P_s = 80[1 - P_t - P_{min} / P_{min}]$$

Where:

$P_s$  = Points scored for price of bid under consideration

$P_t$  = Rand value of bid under consideration

$P_{min}$  = Rand value of lowest acceptable bid

### Points awarded for B-BBEE status level of contributor

**A maximum of 20 points will be awarded for B-BBEE Status Level of Contributor**

CRITERIA	POINTS
Price	80
B-BBEE	20
<b>TOTAL</b>	<b>100</b>

### Price and Preference

Bidders will be evaluated in terms of Price and Preference points (B-BBEE status level of contributor). As per the table below, price is evaluated over 80 points and preference points over 20:

B-BBEE Status Level of Contributor	Number of Points
	Bids up to R50 million
1	20

B-BBEE Status Level of Contributor	Number of Points
	Bids up to R50 million
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-Compliant contributor	0

## 5. PRICING SCHEDULE

Proposed Fee Structure (Inclusive of VAT) based on the following:

- a) Total cost per month, per annum and for three (3) years (provide a clear breakdown of the costs)
  - i) Year 1 Total cost R-----
  - ii) Year 2 Total cost R-----
  - iii) Year 3 Total cost R-----

## 6. VALIDITY OF PROPOSAL

- The Service Provider is required to confirm that it will hold its proposal valid for 90 days from the closing date of the submission of proposals.
- In exceptional circumstances, NAMC may solicit the bidder's consent to an extension of the period of the validity of the bid. The request and responses thereto shall be made in writing.

## 7. PROPOSAL SUBMISSION REQUIREMENTS

- All compulsory documents as stated under point 4 above
- The bid proposal as per point 3 above
- In case of joint ventures, bidders must provide a clear agreement regarding joint venture/consortia
- A trust, consortium or joint venture must submit a consolidated B-BBEE status level verification certificate.
- Bidders must submit 1 x original Bid document, and 1 x copy of the original.
- No late bids will be considered. It is the bidder's responsibility to ensure that the bid is sent to the correct physical address and that this is received by the NAMC before the closing date and time in NAMC's dedicated tender box or physical address. The office hours are Monday to Friday expect public holidays from 08h00 to 16h00.
- Enquiries in relation to this RFP will not be entertained after 16h00 on 31 January 2023.

Proposals must be submitted or delivered at NAMC at the following address:

National Agricultural Marketing Council  
Old Mutual Building, Block A, 4th Floor  
536 Francis Baard Street  
Meintjiesplein, Arcadia, Pretoria, 0001

**Closing date for submission of proposals is 07<sup>th</sup> February 2023**

## 8. ENQUIRIES

- **Technical Enquiries:** Mr Thato Tlhale @ [tlhale@namc.co.za](mailto:tlhale@namc.co.za)
- **SCM Enquiries:** Ms Nomathemba Dlodla @ [ndludla@namc.co.za](mailto:ndludla@namc.co.za)

## 9. APPROVAL

Approval			
	Name & Title	Signature	Date
Approved by:	Miss Nomathemba Dlodla		13/01/2023

## 10. DECLARATION BY THE BIDDER

I, ..... (Full name) the undersigned certify that the information provided is true and correct, and understood the contents of the document in full.

SIGNATURE :

DATE: