



Terms of Reference

Appointment of a Service Provider to provide Outsourced Information and Communication Technology ICT Services for a Period of 36 Months.

RFP Number	ASA 12/09/2022
Date of issue	21 November 2022
Briefing session	14:00 – 15:00 on 29 November 2022 Click here to join the meeting
Bid Closing date	13 December 2022 at 11:00 am
Submissions	Mmosha@agrement.co.za

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1. Introduction

Agrément South Africa (ASA) extends a call for the submission of proposals from suitably qualified service providers to Information and Communications Technology (ICT) governance, support, and operational framework for Agrément South Africa.

2. Background

Agrément South Africa was established in 1969 and has been operating within the Council for Scientific and Industrial Research (CSIR) under the auspices of its Built Environment Unit. In December 2015, Agrément South Africa was recognized an independent agency to bring an impartial judgement to the evaluation of innovative construction products and systems in the interest of the consumer and the construction industry at large.

The Agrément South Africa Act was accented to by the Honorable President of the Republic of South Africa as Act No 11 of 2015 from 1 April 2017. Agrément South Africa being established as a Schedule 3A entity from 1 April 2017, were previously it was transferred to CSIR being a Schedule 3B entity with a staff compliment of 37 employees. The entity operates under a delegation of authority from the Minister of Public Works.

The main objectives are:

- To provide assurance of fitness-for-purpose of non-standard construction related products and systems to specifiers and users.
- To support and promote the process of integrated socio-economic development in the Republic as it relates to the construction industry.
- To support and promote the introduction and use of certified non-standardised construction related products or systems in the local or international market.
- To support policy makers in minimizing the risk associated with the use of non-standard construction related product or system; and
- To be an impartial and internationally acknowledged South African center for assessment and confirmation of fitness-for-purpose of non-standard construction related products or systems

3. Purpose

To develop and execute information technology strategy in line with business strategic goals by improving existing tools, systems and introducing other technology infrastructure to move the entity forward.

innovative construction product assessments



4. Objectives

The objective of this procurement is to request proposals from a suitable service provider to provide information and Communication Technology (ICT) governance and support services for ASA on an as and when required basis for a period of (3) three years. The activities will be performed under the supervision of the Executive Manager: Corporate Services.

5. Scope of services

5.1 The ICT service provider must offer the following (as and when required):

- 5.1.1 Develop and Implement IT Governance Framework in line with DPSA Public Service Corporate Governance of Information and Communication Technology Policy Framework (CGICTPF).
- 5.1.2 Develop and implement ICT Strategy and plan.
- 5.1.3 Develop and implement ICT Security Policy.
- 5.1.4 Develop, review, and implement IT policies and procedures.
- 5.1.5 Develop and implement an IT Risk Management Framework in line with Enterprise Risk Management.
- 5.1.6 Ensure continuous review and identification of risks, measure their impact, and proactively manage and monitor them.
- 5.1.7 Develop, review, and implement an IT Disaster Recovery Plan and Business Continuity Plan as needed.
- 5.1.8 Review current IT management system at ASA to provide recommendations, and draft procedures or guidelines as needed
- 5.1.9 Manage ICT budget.
- 5.1.10 Manage and implement ICT projects with the Executive Manager: Corporate Services.
- 5.1.11 Manage projects associated with Business Systems where external vendors are involved.
- 5.1.12 Provide ICT advice to the organization as needed.
- 5.1.13 Respond to urgent ICT needs (server; network; access points; etc.) as well as urgent software needs of Agrément South Africa.
- 5.1.14 Respond to other server-related IT needs.
- 5.1.15 Assist Executive Manager: Corporate Services to coach and manage the ICT team.
- 5.1.16 Knowledge in cloud computing including storing and accessing data over internet.
- 5.1.17 Coordination with the current service providers regarding the management of the server, backups, anti-virus etc.
- 5.1.18 Implementation of CobiT and Information technology infrastructure library (ITIL) processes.

6. General Requirements:

- 6.1 The service provider must be a member of the recognized ICT professional's body.
- 6.2 Experience supporting networks with Microsoft servers, Cisco, Hyper-V servers and software, DNS services, spam filters, and VPN management.
- 6.3 Cisco Certification or Training
- 6.4 Knowledge of CobiT and ITIL processes
- 6.5 Understanding of IT Audit and Governance
- 6.6 Experience working with the public sector.

7. Technical Specifications

7.1 Implementation

The service provider will need to develop, review, and implement the policies and procedures.

7.2 Reporting

Monthly, quarterly, and annual reporting on all the ICT activities.

Develop reports and attend the ICT Steering Committee, ARC and Board when required for reporting.

7.3 Content

The service provider needs to provide the following:

- Professional Service
- Policies and Procedures
- Confidentiality
- Qualified staff to provide services
- Accessibility

7.4 Direct services roles and responsibilities

Only professional, qualified, specialists will render services with ASA.

8. Evaluation Process:

The following evaluation process shall be followed:

- a. **Submission of Procurement Documents as Pre-qualification stage (Failure to submit may result in disqualification)**
 - a) Pricing schedule.
 - b) The company must be registered on central supplier database (CSD).
 - c) Valid BBBEE certificate or Sworn Affidavit (Copy must be certified) failure to submit will result in no points awarded however you will not be disqualified.
 - d) Completed and signed standard bidding document SBD form 4 and 6.1.
 - e) Signed General Conditions of Contract.

b. Evaluation Phases:

- **Phase 1: Technical Specification and Functionality Evaluation**

The service provider's proposal will be evaluated against the set criteria indicated under paragraph 9.3 below. A form will be used which will reflect the name of the service provider, the different criteria, with space provided to record the points awarded and motivation for points awarded. The allocation of points will not be affected on a basis of consensus.

The following formula will be used to convert the points scored against the weight:

$$Ps = \left(\frac{So}{Ms} \right) \times 100$$

Where:

Ps = Percentage scored for functionality by bid under consideration

So = Total score of bid under consideration

Ms = Maximum possible score

Service providers will be expected to achieve a minimum threshold score of 70% to proceed to Phase 2.

- **Phase 2: Calculation of points**

Please note for quotations or bids above R30 000 up to R50 Million, ASA evaluates these in terms of the 80/20 preference point system where:

80 points are allocated for price and 20 points are allocated for the service provider's B-BBEE Level of Contribution. An original or certified copy of a B-BBEE certificate must be submitted to substantiate claims for preference points. Please note that the proposals will be evaluated using the 80/20 preference point system.

ASA also reserves the right to conduct an investigation of the bidder's financial position, previous contracts carried out, availability of skills or knowledge, existing workload, etc.

During phase 2, points for price will be calculated for all shortlisted service providers in accordance with the following formula:

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

Where:

Ps = Points scored for price of quotation under consideration

Pt = Rand value of quotation under consideration

Pmin = Rand value of lowest acceptable quotation

The final points will be calculated as follows:

CRITERIA	SUB-CRITERIA	WEIGHTING POINTS
Price	Detailed budget breakdown	80
B-BBEE (Status Level Verification Certificate)	B-BBEE Level Contributor	20
TOTAL		100

POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

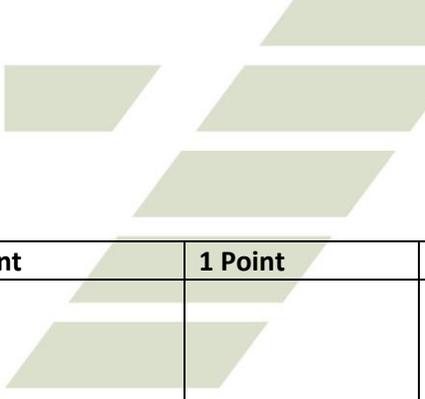
B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

EMEs are deemed to have a B-BBEE status level four (4) contributor, in instances where EMEs are more than 50% black owned, such enterprises qualify for promotion to a B-BBEE status level three (3) contributor and points will be awarded accordingly.

A recommendation for award will then be formulated for approval by the relevant delegated authority.

Evaluation Criteria

Functional Factors	Proof Required	Weighting	0 Point	1 Point	3 Points	5 Points
Company Experience Number of years the company has been rendering ICT governance and other ICT services.	Company profile clearly indicating the number of years in business providing ICT governance and other ICT services.	30	Less than 3 year.	4 - 6 years	7 – 8 years	More than 8 years
Client references. The service provider must have dealt with various organisations.	At least three references (3) to be supplied. The service provider should submit contactable references of work completed within the past 3 years. The reference letters must be signed and dated and, on the client, /company letterhead. Reference letters with no contact details, not signed or not dated will result in the bidder scoring zero.	30	No positive references provided	3 positives references provided	4 – 5 positive references provided	More than 5 positive references provided
Methodology and Approach	The service provider must demonstrate their understanding of the key requirements and expectations of ASA as outlined in this document. A detailed approach, methodology and tools on	10	Non-submission of methodology and approach submitted	Poor methodology and approach submitted.	Approach is specifically tailored to suit the requirements and will meet the needs. The tools that will be used	The approach is innovative and well-articulated. The tools that will be used for the project are indicated.



Functional Factors	Proof Required	Weighting	0 Point	1 Point	3 Points	5 Points
	how they will assist ASA in achieving the objectives of this request must be provided.				for the project are indicated.	
Accreditation and relevant qualifications	Project leader Proof of registration with the accredited body with a valid membership certificate must be provided for the organisation.	5	No proof of registration certificate of membership with an accredited professional body	n/a	n/a	Proof of registration certificate of membership with an accredited professional body provided
	Experience for project leader Curriculum Vitae of the project leader must be attached	10	Less than 1 year	2 – 3 years	4 – 6 years	7 years and above
	Provide proof of vendor certifications for project leader such as CGEIT/ CISA/ COBIT/ITIL/CCNA/ CCNP/ MCITP Certified proof of vendor certificates must be submitted by service providers	5	No proof of vendor certification provided	n/a	n/a	Proof of vendor certification provided

Functional Factors	Proof Required	Weighting	0 Point	1 Point	3 Points	5 Points
	Support team member Relevant National Diploma/Bachelor's degree in Information Technology (IT) Certified proof of qualification must be submitted by service providers	5	Relevant National Diploma/Bachelor's degree in Information Technology (IT) not attached	n/a	n/a	Relevant National Diploma/Bachelor's degree in Information Technology (IT) provided
	Experience of support team member Curriculum Vitae of the support team must be attached	5	1 Year	2 years	3 years	4 Years
TOTAL		100				

9. Monitoring and Evaluation

9.1. Evaluate the impact of the service

Agrément South Africa Corporate Services will determine the evaluation criteria, agreed criteria will determine the level and technique of measuring the impact of the service.

9.2. Complaints handling mechanism

The appointed service provider must implement and exercise the necessary measures to address complaints with corrective measures and provide to ASA.

9.3 Time frames

Set up agreed turnaround times for findings and complaints

10. Review procedures

The service provider must be able to provide a comprehensive report in respect of the ICT activities of ASA employees.

11. Duration of the services

The appointed service provider will be required to implement and coordinate an ICT governance and support services for a period of 36 months.

12. Confidentiality

All information collected shall be treated with the highest level of confidentiality, this applies to the information acquired before, during and after completion of the contracted period, in compliance with Act No. 4 of 2013, *Protection of Personal Information Act*

13. Required documentation for submission

- 13.1 Membership with the professional body.
- 13.2 Company profile.
- 13.3 List and supporting documents of all company directors.

14. Pricing schedule.

	Estimated hours per month	Rate per hour (Inc Vat)	Total cost Year 1 (incl VAT)	Total cost Year 2 (incl VAT)	Total cost Year 3 (incl VAT)	Total Cost over the period (incl VAT)
Project leader	60 hours per month	R	R	R	R	R
Support team member	80 hours per month	R	R	R	R	R
Total Cost for 36 months (Inc Vat)						

The rates quotes must include all applicable rates and taxes. The rate must include all applicable direct and indirect costs.