



Quality Council for Trades & Occupations

www.qcto.org.za

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INVITATION TO TENDER

FOR APPOINTMENT OF A QUALIFIED SERVICE PROVIDER TO RENDER INFORMATION COMMUNICATION TECHNOLOGY SERVICES (INTERNET CONNECTIVITY, TELEPHONY, BACKUP AND FIREWALL) FOR A PERIOD OF 36 MONTHS.

TENDER NO: QCTO 07/2024

Closing Date	Address
Date: 15 May 2024 Time: 11:00	Quality Council for Trade and Occupations Tender Box @ Reception 256 Glyn Street Hatfield Pretoria 0083

NB: Late Submissions will not be considered.

Company Name		
Address		
Contact person		
Contact numbers	(w)	(cell)
Email address		

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1. INTRODUCTION

QCTO is a Schedule 3A Public Entity that was established in accordance with the Skills Development Act, No. 97 of 1998 (as amended) and the National Qualifications Framework Act, No. 67 of 2008 (as amended) and came into operation on 1 April 2010. The main functions of the QCTO amongst others are to develop standards for occupational qualifications including trades and skills programs, accredit skills development providers, assessment centres, QCTO conducts assessments, quality assurance and issue certificates to qualifying candidates. Therefore, the QCTO is responsible for standards generation and maintenance; quality assurance of occupational part and full qualifications registered on the National Qualifications Framework (NQF) and the Occupational Qualifications Sub-Framework (OQSF) policy, including skills programs. The QCTO has approximately 120 staff members and is situated in Hatfield, Pretoria. More information can be obtained from <https://www.qcto.org.za/>.

Prospective Service Providers who are interested in rendering ICT services to the QCTO for a period of 36 months as specified herein, are requested to complete this tender document, together with all the standard bidding documents in full and in accordance with the General Conditions of offer, as well as the specifications,

Briefing Session Information

Compulsory Briefing session

Briefing session to be held on MS Teams

Date: 02 May 2024

Time: 11:00am – 12:00am

https://teams.microsoft.com/l/meetup-join/19%3ameeting_N2JkNjZmNDctN2IxZS00NDA0LThjM2EtYzA2ZWYzYWEwMWEz%40thread.v2/0?context=%7b%22Tid%22%3a%221aaf8259-7fdc-4376-8b09-18fa797adeed%22%2c%22Oid%22%3a%22b2cce4c5-0f85-4867-adcb-dec76827efbe%22%7d

Meeting ID: 395 154 673 001

Passcode: tvADTJ

1.1 TENDER SUBMISSION AND COMPLIANCE

Prior to submission, the tenderers must check that all pages are properly numbered, and all required documents are signed and initialled. QCTO will hold the duly authorised signatory liable on behalf of the tenderer.

NB: Please create an index page for ease of reference. Paginate your proposal submission by using numbered file dividers or a similar system.

Bidders are advised to adhere to the below for submission
Each page should be initialled with black ink.

I/We have attached to this document:	Tick if submitted		Office use
<ul style="list-style-type: none"> Four hard copies of the technical bid document including the duly completed terms of references document (initialled by authorised signatories) 	Yes	No	
<ul style="list-style-type: none"> Submission of one tender pricing together with the completed SBD 3.2 (Separately sealed in an envelope labelled PRICING). 	Yes	No	
<ul style="list-style-type: none"> One (1) USB Submission of the technical bid document including the duly completed terms of references document (initialled by authorised signatories) 	Yes	No	
<ul style="list-style-type: none"> Duly Completed Standard Bidding Documents (SBD 1, SBD 4, SBD 6,1) 	Yes	No	
<ul style="list-style-type: none"> Proof of Briefing session attendance (Screenshot of session) 	Yes	No	

The tenderer must submit the proposals in sealed Envelopes marked Tender Number QCTO 07/2024 placed in the tender box at 256 Glyn Street Hatfield, Pretoria, 0083 not later than the closing time and date.

1.2 PRICING

- 1.2.1 The tenderer must submit details regarding the tender price for the services on the pricing schedule provided in SBD 3.2, The completed form/s must be submitted together with the proposal.
- 1.2.2 Bidders are required to indicate their (costs) inclusive of all applicable taxes.QCTO will not provide the upfront payments.
- 1.2.3 The price proposal include VAT (if applicable).
- 1.2.4 All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).

NB: FAILURE TO PROVIDE THE PRICING PROPOSAL WILL INVALIDATE THE BID AND RESULT IN IMMEDIATE DISQUALIFICATION OF THE PROPOSAL.

1.3 PARTNERSHIPS AND LEGAL ENTITIES

In the case of the tenderer being a partnership, close corporation or a company, a certificate reflecting the names, identity numbers and address of the partners, members or directors (as the case may be) must be submitted with the tender.

1.4 CONSORTIUMS AND JOINT VENTURES

- 1.4.1 If the tendering unit emanates from a joint venture or collaborative partnership or consortium (including a newly formed company), which does not have a joint track record of at least three (3) years, the individual entities that make up the tendering unit should each provide all the mandatory requirements. Should all the requirements in respect of the tendering unit or the individual entities, as the case may be, not be met, the tendering unit will be disqualified.
- 1.4.2 It is recognised that tenderers may wish to form consortia to provide the services.
- 1.4.3 In response to this invitation to tender, a consortium shall comply with the following requirements: -
 - 1.4.3.1 A copy of the agreement entered into by the consortium members shall be submitted with the tender. It shall be signed so as to be legally binding on all consortium members.
 - 1.4.3.2 The tender document shall be signed so as to be legally binding on all consortium members;

- 1.4.3.3 One of the members shall be nominated by the others as authorised to be the lead member and this authorisation shall be included in the agreement entered into between the consortium members;
- 1.4.3.4 The lead member shall be the only authorised party to make legal statements, communicate with QCTO and receive instructions for and on behalf of any or all the members of the consortium;

2. AIM OF PROPOSAL

The aim of this proposal is to invite invites qualified service providers to provide the managed ICT services in accordance with its strategy for a period of 36 Months. The provider will provide Information and Communication Technology managed services by applying Information Technology Infrastructure Library (ITIL) framework principles and guidelines. The service must comply with international standards, procedures and best practices where applicable, QCTO intends to select a preferred bidder and to conclude a Service Level Agreement (SLA) with the successful bidder for a period of 36 months.

3. BACKGROUND

3.1. QCTO's current ICT landscape (This section describes the existing ICT infrastructure)

- 3.1.1. The QCTO has one site situated in Hatfield, Pretoria. The current ICT infrastructure and system supports about 130 (Permanent and Temporary) staff across the different departments.
- 3.1.2. In the main building (Bokamoso) the QCTO has a local area network (LAN) of about 130 workstations, five (5) HP physical servers that host fifteen (15) virtual machines. We have one (1) seven-slot chassis with five (5) 48-port POE Cisco Catalyst 9400 switches and twenty-one (21) Cisco wireless access points with a controller.
- 3.1.3. On the Second building floor (Thuthuka) adjacent to the main building, we have a LAN extension infrastructure of two (2) 48 port Cisco Catalyst 9300 series, one physical server and six (6) Cisco wireless access points with a controller.
- 3.1.4. In line with the internet and connectivity, the backup, archiving, recovery process and procedures must also be realigned to accommodate the environment's changes. The intended solution will address challenges like mitigating cost pressures, scalability, rapidly provisioning new services to meet user demands and ultimately act as a business catalyst. The proposals must reflect how the total cost of ownership (TCO) for the QCTO will be reduced, and business agility increased.
- 3.1.5. The QCTO currently has an Internet connection of 100 Mbps radio link used to access the QCTO Website, server backups, web browsing by QCTO staff and VOIP communication. Furthermore, we have a hosted PBX IP connection with about 97 IP soft phones.
- 3.1.6. The QCTO currently has 97 Telkom lines that must be ported to the appointed service provider's hosted PBX.
- 3.1.7. Servers are backed up to an offsite DR backup site using Veeam backup and replication, and the QCTO does not own the Veeam licenses, therefore the successful bidder shall supply the license.
- 3.1.8. The QCTO currently has an estimate Six (06) Terabytes of full-backed data.
- 3.1.9. The QCTO website and DNS records are currently hosted externally by a third party.

4. SCOPE OF SERVICES

The appointed Service Provider will be required to provide qualified and experienced ICT resources to support the business and ensure the provision of the following services:

4.1 INTERNET CONNECTIVITY

- 4.1.1 SD-WAN (Software Defined Wide area network) with a throughput of at least 1000 Mbps (1Gbps) symmetrical.
- 4.1.2 The site connectivity must be resilient to power outages and device failure from the service provider's side.

4.2 CUSTOMER EDGE DEVICES:

- 4.2.1 Supply of adequate routers (for redundancy) for access at QCTO premises.
 - 4.2.1.1 Installation, maintenance and remote monitoring by the Service Provider.
 - 4.2.1.2 4-hour time-to-repair or replace 24/7/365
- 4.2.2 Network Management and Security 24/7/365:
 - 4.2.2.1 Hosted firewall.
 - 4.2.2.2 Monitoring and controlling 24 hours a day & 7 days a week to resolve any network outage or performance issues promptly.
 - 4.2.2.3 WAN outages to be resolved within 2 Business hours*.
 - 4.2.2.4 WAN/Internet line Intrusion Detection & Prevention with automated logs of events provided via email on a weekly basis.
 - 4.2.2.5 Web filtering
- 4.2.3 Traffic Reports
 - 4.2.3.1 Online web-based graphs showing real-time incoming and outgoing traffic as well as line utilisation

4.3 TELEPHONY

- 4.3.1 SIP Trunking
 - 4.3.1.1 Availability
 - 4.3.1.1.1 Describe the provided reliability of the voice connectivity
 - 4.3.1.1.2 Indicate maximum unplanned downtime per year and average time to repair

4.3.1.1.3 Indicate maximum planned downtime per year (e.g. for maintenance)

4.3.1.2 Capacity

4.3.1.2.1 Describe the provided bandwidth and how you will ensure it is sufficient for acceptable voice call performance.

4.3.1.3 Quality

4.3.1.3.1 Voice quality is subjective to the caller; please describe your delivered quality, using measures like Mean Opinion Score (MOS).

4.3.2 Necessary Equipment

4.3.2.1 Setup 22 Microsoft Teams desktop IP phones (x5 Yealink MP54 and x17 Yealink MP58) and provide PBX licensing.

4.3.2.2 Supply and configure two Reception handsets equipped with expansion modules.

4.3.2.3 Installation, maintenance, and remote monitoring by Service Provider.

4.3.2.4 One Hundred (100) Softphones to run off the PBX on Windows laptops and Android/iOS mobile devices. (Additional softphones that are not forming part of the initial build shall be quoted for and considered by the QCTO in line with SCM regulations and the PFMA).

4.3.2.5 Online phone management portal and usage visibility.

4.3.2.5.1 Provide an online portal to download itemised billing statements and call reports per extension.

4.3.2.6 Call Plan

4.3.2.6.1 Describe included features

4.3.2.6.2 Detail your proposed call plan pricing for QCTO. (International and local)

4.4 OFF - AND ONSITE BACKUP AND REPLICATION

4.4.1 Propose an effective and efficient backup solution/data management approach and disaster recovery solution

4.4.1.1 The solution should feature central management with backup and recovery audit reporting;

4.4.1.2 The retention period of the backed-up data should be aligned to the QCTO backup policy.

- 4.4.1.3 The solution should include advanced features to reduce backup windows and accelerate backup and recovery;
 - 4.4.1.4 The backup solution must feature policy-based protection of new or moved virtual machines, along with superior load balancing for the fastest possible backup performance of virtual environments;
 - 4.4.1.5 The backup and recovery solution should offer both software and hardware integration;
 - 4.4.1.6 A Single vendor solution is preferred to facilitate ease of management and support;
 - 4.4.1.7 Allow a single management interface so the administrator can view, manage and update all servers and computing policies, profiles and resources;
 - 4.4.1.8 Full disaster recovery solution. (DR simulation tests to be conducted annually)
- 4.4.2 Daily backup support and Management

4.5 EMAIL MANAGEMENT/SECURITY

- 4.5.1 QCTO is currently utilising Mimecast Email Security and intends to continue using Mimecast. The Email Security platform. The successful bidder will be expected to:
- 4.5.1.1 provide Mimecast licences
 - 4.5.1.2 provide security across the email perimeter, inside the network and the organisation and beyond the perimeter.
 - 4.5.1.3 protect the organisation from spam, malware, ransomware, and phishing attacks.
 - 4.5.1.4 include email-archiving services.

4.6 EXPECTED TURNAROUND TIMES

- 4.6.1 Ticket logging and resolution
- 4.6.1.1 The ticket number must be issued instantly after a call is logged.
 - 4.6.1.2 Logged tickets must be assigned to Technicians/Engineers within 30 minutes.
 - 4.6.1.3 The resolution time for Priority 1 must be within 4 hours.
 - 4.6.1.4 The appointed service provider must be the Single point of contact (including where subcontractors are used), and resolution times must be adhered to.
 - 4.6.1.5 Provide a clear escalation line of staff that are always available. (The QCTO will not accept unavailable escalation contacts under any circumstances)
- 4.6.2 Device and service delivery

4.6.2.1 After the Purchase order is issued, QCTO expects the delivery of devices and services (Internet lines and routers etc) to be **within six (06) weeks**.

***Business hour is defined as an hour between 08h00 and 17h00 on a working day in the Republic of South Africa that excludes official Public Holidays as defined by the Public Holidays Act (36 of 1994) or by Presidential Declaration.**

5. GUIDELINES ON PAST EXPERIENCE AND IMPLEMENTATION PLAN

5.1. Past experience as a Service Provider in the requested areas

Describe at least two (02) projects within the last eight years in which you have been the primary service provider in the requested areas, indicating the organisation's name and location.

5.2. Detailed Plan for implementation

5.2.1. Infrastructure

Describe your proposed Infrastructure to implement the mandatory technical specifications, including a graphical/drawing representation. Please explain additional reasons if you foresee optimisations of equipment or services.

5.2.2. Smooth migration from current Service Providers

Detail how, if appointed, you will ensure a smooth transfer after the contract signature until the implementation date.

5.2.3. CVs/Profiles of relevant resources to be used on the project. To be considered, candidates must have at least Six (06) years' experience in the below:

- 5.2.3.1. Have extensive experience in Microsoft server support
- 5.2.3.2. Have comprehensive support in hypervisors
- 5.2.3.3. Have extensive experience in HP MSA Storage or similar
- 5.2.3.4. Have extensive experience in HP ML Servers or similar
- 5.2.3.5. Have extensive experience in HP SAN Storage Design and Management or similar
- 5.2.3.6. Have extensive experience in Hyper-V, VMware; Veeam, Vcenter Server and vSphere Client configuration
- 5.2.3.7. Have extensive experience in CISCO or similar Networking, switching, and router configuration

***Please note that one individual can fulfil more than one role; however, the experience for each role should be clearly defined on a separate compulsory CV template .**

6. SPECIAL CONDITIONS OF THE CONTRACT

The successful bidders will be expected to enter a service-level agreement with the QCTO. The service level agreement will include, amongst others, the following:

- i. Period of agreement;
- ii. Non-performance;
- iii. Financial penalties and termination of the contract;
- iv. Terms of deliverables;
- v. Reviews;
- vi. Confidentiality; and
- vii. Disputes.

The QCTO has a standard template for Service Level Agreements into which both parties (QCTO and the successful bidder) will provide inputs. This SLA shall be the sole document governing the business relationship between the QCTO and the successful bidder. No additional agreements may supersede or govern the SLA.

7. CONTRACT PERFORMANCE AND PENALTIES FOR NON-PERFORMANCE

- 7.1. The contract shall be for a maximum duration of 36 months' subject to an annual appraisal by the QCTO of the appointed bidder's performance.
- 7.2. Renewal for the next year shall be subject to satisfactory performance in the preceding year.
- 7.3. Specific technical outages negatively affect the performance of the QCTO, and as such charge-back clauses will not suffice for services disrupted and not recovered as per the SLA.
- 7.4. The telephones, internet connectivity, emails and data backups are mission-critical services. Accordingly, the successful bidder shall be penalised monetarily for SLA non-compliance regarding those services.
- 7.5. The only exclusions to penalties shall be conditions the QCTO accepts to be beyond the service provider's control and resilience arrangements.

8. EVALUATION CRITERIA

QCTO may request additional information, clarification, or verification regarding any information contained in a tenderer's proposal. This information will be requested in writing, and the bidder must provide the requested information within forty-eight (48) hours after the request has been made; otherwise, the bidder may be disqualified.

QCTO may conduct due diligence on any bidder, which may include interviewing customer references or other activities to verify a bidder's or related information and capabilities, and, in these instances, the bidders will be obliged to provide QCTO with all necessary assistance and/or information which QCTO may reasonably request and to respond within the given time frame set by QCTO;

The 80/20 principle will be applied in terms of the Preferential Procurement Policy Framework Act.

8.1. Stage 1: Mandatory Requirements

During this stage, proposals will be reviewed to determine compliance with all mandatory requirements, and such documents must be signed by a duly authorised representative.

I/We have attached to this document:	Tick if submitted		Office use
• Proof of company/closed corporation registration and a copy of CM/CK certificates	Yes	No	
• Copies of the identity documents of those with equity/shares	Yes	No	
• CSD Registration (National Treasury)	Yes	No	
• Letter of Good standing (COIDA) issued by Department of Labour	Yes	No	
• Audited or signed off Annual financial Statement	Yes	No	

Note: Failure to submit any of the above mandatory requirements will lead to bidder being disqualified.

8.2. Stage 2: Functionality

Only bidders that qualified during the Mandatory Evaluation will be evaluated on functionality. At this stage, the evaluation process will be based on the service provider's respect of their proposals against specifications and quality.

Qualifying proposal will be evaluated on the following:

No.	Evaluation Criteria	Guideline	Scoring	Points
1	Past experience of the Service Provider in similar projects	Dated and signed (on Company letterhead) Reference/Completion letters from projects within the last eight years	<ul style="list-style-type: none"> Reference letters = 0 2-5 Reference letters = 20 6 and above Reference letters = 35 	35
2	Detailed Plan for implementation	Describe your proposed Infrastructure and detailed plan for Smooth migration from current Service Providers	<ul style="list-style-type: none"> Not realistic and lacking detail = 0 Realistic but lacking details in some parts= 5 Fully Detailed and realistic plan= 10 	10
3	CVs/Profiles of relevant resources with at least 10 years' experience. Bidders to use Compulsory CV template for Uniformity	Backup Specialist	<ul style="list-style-type: none"> 0-5 years' experience = 0 6-9 years' experience = 10 10 or more years' experience =20 	20
		Networking specialist (CCIE routing and switching or security or similar)	<ul style="list-style-type: none"> 0-5 years' experience = 0 6-9 years' experience = 7 10 or more years' experience =15 	15
		VOIP specialist (CCIE Voice/Collaboration or similar)	<ul style="list-style-type: none"> 0-5 years' experience = 0 6-9 years' experience = 5 10 or more years' experience =10 	10
		MS Exchange and Email Security Specialist	<ul style="list-style-type: none"> 0-5 years' experience = 0 6-9 years' experience = 5 10 or more years' experience =10 	10
Total Points				100

Each criterion will be assessed and scored on the evaluation sheet using the above points. Threshold: Bidders who score less than **80 out of 100 points on functionality will not be considered for Price and Specific goals will be disqualified for this project.**

8.3. Stage 3: Price and Specific Goals

Only bids that achieved the minimum qualifying score/percentage for functionality will be considered further in terms of the **80/20 preference point system**.

The formulae to be utilised in calculating points scored for the preference point system will be included in the tender document.

Step 1 will be the calculation of points for price where the lowest bid will score 80 points for price, while bids with higher prices will score lower points for price on a pro-rata basis.

The following formula will be utilised to calculate the points for price in respect of tenders with a Rand value below R50 000 000 (all applicable taxes included):

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

Where:

P_s = Points scored for comparative price of proposal or offer under consideration;

P_t = Comparative price of proposal or offer under consideration; and

P_{min} = Comparative price of lowest acceptable proposal or offer.

Step 2 will be the calculation of points for the Specific goals contribution where 20 points will be awarded to a Bidder as per table below:

Specific goal	Definitions	Number of Points
Women	Points can be claimed by bidders who have owners/directors who are Black women 50% or more percentage of ownership = 5 Less than 50% percentage of ownership= 0	5
Youth	Points can be claimed by bidders who have owners/directors who are Black persons from the age of 16 to 35 50% or more percentage of ownership = 5 Less than 50% percentage of ownership= 0	5
Historically Disadvantaged Individuals (HDI)	Points can be claimed by bidders who have owners/directors that are Historically Disadvantaged Individuals, females or disabled South African person 50% or more percentage of ownership = 5 Less than 50% percentage of ownership= 0	10

Note: Failure to provide certification or affidavit substantiating the attainment of any of the Specific goals criteria will result in the Bidder being awarded zero (0) points for the Specific goal. In the case of B-BBEE certificates, the bidder must also submit the full verification report, which shows the percentage of Women, Youth and HDI ownership.

9. CALCULATING THE FINAL SCORE

The points scored for the price (step 1) will be added to the points scored for the Specific goals (step 2) to obtain the tenderer's total points scored out of 100.

AREAS OF EVALUATION	POINTS
Price	80
Specific Goals	20
Total	100

10. ACCEPTANCE OF PROPOSAL

The QCTO does not bind itself to accept either the lowest or any other quote and reserves the right to accept the bid which it deems to be in the best interests of the organisation. QCTO reserves the right to accept the offer in full or in part or not at all.

11. TENDER VALIDITY PERIOD

The validity period for this tender is 180 days.

12. ENQUIRIES

Any Technical enquiries regarding the terms of reference shall be directed in writing to:

1. Mr. Tafadzwa Ramhewa
E-Mail: Ramhewa.T@qcto.org.za

Any SCM enquiries regarding the terms of reference shall be directed in writing to:

1. Mr Lekhotla Motlounng email: tenders@qcto.org.za

Compulsory CV template for Uniformity

Bidders must clearly indicate the Role in the CV template.

Bidders must replicate this CV template for individual on the team.

Please note that one individual can fulfil more than one role; however, the experience for each role should be clearly defined on a separate compulsory CV template .

Role	
First name and Surname	
Date of birth	
Nationality	
Professional Membership	
Present position	
Years with the bidder's organisation or Company	

Education

Institution	Duration (Date from - Date to)	Qualification Obtained (e.g., Degree(s) or Diploma(s) <i>(Start from the most recent, Copies of each qualification to be included in the CV pack)</i>

Professional Experience (Relevant to the Role)

Date (From – To)	
Organisation	
Location	
Position	
Description of duties (listed)	

Date (From – To)	
Organisation	
Location	
Position	
Description of duties (listed)	

Date (From – To)	
Organisation	
Location	
Position	
Description of duties (listed)	

References (relevant to the practise area)

Name	Organisation	Contact details

Compulsory Template for pricing

Line item	Amount excluding VAT	Amount including VAT
Fixed Once-off setup costs (To include items such as Project management, data connectivity etc)		
Fixed ** Monthly billable amount (To include cost of Internet connectivity, offsite backup, hosted firewall, Telephone PBX and all required and relevant software and staff costs)		
*Variable cost shall be the separate monthly telephone bill for calls made.	Based on usage	

- ****** This amount may increase by CPI in subsequent years and Rand/Dollar exchange rate for imported items such as Veeam software licenses.
- For all imported items, prices must be converted to Rand (ZAR) by using the exchange rate published by the South African Reserve Bank (SARB) at 12:00 on the date of the advert 21 April 2024). Bidders must submit proof of the SARB rate(s) of exchange used.
- Any additional items not specified in this Terms of Reference and not forming part of the initial build shall be quoted for and considered by the QCTO in line with SCM regulations and the PFMA.