

**CONSTRUCTION EDUCATION AND TRAINING AUTHORITY**

**BID NO:02-2021/2022**

**BID DESCRIPTION: PROVISION OF ICT PROFESSIONAL SERVICE AND LICENCES**

<b>RFP NUMBER:</b>	<b>BID NO: 02- 2021/2022</b>
<b>DESCRIPTION:</b>	<b>PROVISION OF ICT PROFESSIONAL SERVICE AND LICENCES</b>
<b>PUBLISH DATE:</b>	<b>23rd July 2021</b>
<b>CLOSING DATE:</b>	<b>13<sup>th</sup> August 2021</b>
<b>CLOSING TIME:</b>	<b>11h00 (Telkom Time)</b>
<b>VALIDITY PERIOD</b>	<b>90 days from the closing date</b>
<b>PREFERENCE POINT SYSTEM</b>	<b>80/20</b>
<b>BRIEFING SESSION</b>	<b>None</b>
<b>BID RESPONSES MUST BE HAND DELIVERED TO:</b>	<b>CETA Head Office  TCM Building 52/53 on 14th Road Noordwyk Midrand 1687</b>
<b>ATTENTION:</b>	<b>Supply Chain Management</b>

1. Bidders must ensure that they sign the tender register at the SCM Office when delivering their bids.
2. Bidders who will use Courier companies are to ensure that the Courier company writes the name of the bidding company on the tender register.
3. The CETA reserves the right not to appoint or to cancel this tender at any time as circumstances dictates.

## CONSTRUCTION EDUCATION AND TRAINING AUTHORITY

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### PROVISION OF ICT PROFESSIONAL SERVICES AND LICENCES

#### COMPULSORY DOCUMENTS – CRITERION

**Please note that failure to submit the following documents and/or proof will lead to immediate disqualification:**

1. Proof of the most recent registration on the National Treasury Central Supplier Database (CSD)
2. Certification as a Partner with HP (Hewlett Packard)
3. Minimum principal VMware Partner certification
4. One or more of the Team Members assigned to the project must have, from the beginning and during the duration of the project, at least the following certifications:
  - i. Microsoft Certified Professional (Azure, SQL, MCITP) or equivalent
  - ii. VMware Certified Advanced Professional or equivalent

**Bidders who meet all the requirements on criterion 1 (compulsory requirements) will be further evaluated on criterion 2 (functionality). Bidders who are successfully evaluated on criterion 2 will be further evaluated on criterion 3 (Price and Preference Evaluation).**

#### BID CONDITIONS

- All bidders are required to register on the National Treasury Central Supplier Database (CSD). The CSD proof of registration will be used by CETA to verify the bidder's tax compliant status at the time of bid award.
- This tender will only be awarded to bidders who are tax compliant on National Treasury CSD OR SARS e-filing prior to appointment/award of the bid.
- **Bidders who meet all the requirements on criterion 1 (compulsory requirements) will be further evaluated on criterion 2 (functionality). Bidders who are successfully evaluated on criterion 2 will be further evaluated on criterion 3 (Price and Preference Evaluation).**

#### OTHER REQUIRED DOCUMENTS

##### B-BBEE CERTIFICATE

Please note that failure to attach the following documents will result in the forfeiture of preference points:

- EMEs:

**Originally certified Sworn affidavit** confirming their annual total revenue of R10 million, on or less and level of black ownership or a B-BBEE level verification certificate.

- QSEs

**Originally certified Sworn affidavit** confirming their annual total revenue of between R10 million and R50 million and level of black ownership or B-BBE level verification certificate.

- Bidders other than EMEs and QSEs:

**Original and valid B-BBEE** status level verification certificate verified by a SANAS accredited verification agency, or an **originally certified copy** thereof.

**BID DOCUMENTS SUBMISSION:**

Bidders are required to submit **one (1) original and three (3) copy** of the bid document.

A two-envelope system is used for this tender; bidders must ensure submissions as follows:

**Envelope 1:** must contain the completed and signed bid documents with relevant supporting documents and must be clearly marked with the tender number, description and bidder name.

**Envelope 2:** must contain the Pricing schedule and B-BBEE Certificate / original certified copy / originally certified sworn affidavit and must be clearly marked with the tender number, description and bidder name.

Please complete the checklist below to verify your submission of the relevant documents:

Schedules	Description	Submitted – Indicate YES or NO
Schedule 1	Proof of valid registration with National Treasury Central Supplier Database (CSD).	
Schedule 2	Copies of Company Registration Documents Company profile	
Schedule 3	Completed and signed SBD forms (SBD 4, 6.1; 7.2; 8 and 9). Initialed Bid Document (each returnable page of this bid document must be initialed)	
Schedule 4	Stamped letter from the bank confirming banking details <b>(not older than 3 months from the submission due date)</b>	
Schedule 5	Pricing schedule and B-BBEE Verification Certificate/ certified Sworn affidavit (must be submitted in a separate sealed envelope)	Original y
Schedule 6	Bidders' response: approach, methodology and implementation plan	

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**TERMS OF REFERENCE**

**TERMS OF REFERENCE PROVISION OF ICT PROFESSIONAL SERVICES**

**PURPOSE**

The purpose of the terms of reference is to invite potential service providers (hereinafter referred to as “bidders”) to submit bids for the Provision of Professional Services for ICT Infrastructure for the Construction Education and Training Authority (CETA).

**BACKGROUND**

Construction Education and Training Authority (CETA) is a Schedule 3A Public Entity established in terms of the Skills Development Act, No.97 of 1998. It exists primarily to facilitate training and skills development in the construction sector within the context of the National Qualifications Framework (NQF). CETA has nine (9) branch offices, one in each province, and one (1) Head Office located in Midrand (Gauteng). The CETA requires professional services for its ICT Infrastructure to provide IT services to its staff members and its stakeholders.

**SCOPE OF WORK**

- (1) The potential service provider is expected to:
  - (a) Support and maintain server infrastructure (Hardware and Software)
  - (b) Working with the CETA to ensure both Backup Software (Veeam) and Sophos Advanced Protection Anti-Malware suite are appropriately deployed and maintained to meet the applicable procedures, policies, and requirements of CETA.
  - (c) Facilitate the process of procuring Hewlett Packard Enterprise (HPE), and other warranties for CETA server hardware.
  - (d) Provide a detailed renewal licensing model for existing Microsoft Windows Server (On-premises), Veeam, VMware and Sophos antivirus software(s)
  - (e) Manage all CETA Server infrastructure on the platforms .
  - (f) Transfer skills and other information and where necessary provide training to the CETA personnel.
- (2) The scope of work excludes the following –
  - (a) LAN networking.
  - (b) Internal firewalls, and routing services and equipment.

**DELIVERY ADDRESS**

The goods or services must be supplied or provided at the following physical address.

**NOTE: the below address is subject to change.**

No	Physical Address	GPS Coordinates (optional)
1	No 52-54 14 <sup>th</sup> Road, Noordwyk, Midrand, 1687	

**CUSTOMER CURRENT INFRASTRUCTURE AND ENVIRONMENT**

- (1) The CETA is currently using VMware 6.5 virtualization platform to host Windows Servers (2008, 2012 R2 & 2016 versions), Office 365 & MS Exchange Server 2010 hybrid solution and there are plans to partly migrate ICT infrastructure to Windows Azure Services
- (2) Consolidated Equipment Schedule

NO	Item Description	Quantity
1.	HP DL 380 G9 Servers	2
2.	HP DL 60 G9 Servers	1
3.	HP DL 380 G6 Servers	2
4.	HP DL 120 G6 Servers	2
5.	HP MSA 2040 Storage Unit	3
6.	HP LTO ULTRIUM 8 slot Tape Library	1

*Table 1 - Server Equipment*

**Note 2: The hardware requirements are not limited to the existing list above and CETA ICT changing requirements on ICT Infrastructure should be catered for (i.e., Upgraded versions of equipment, underpinning equipment, servers, tape library and storage equipment expansions).**

**REQUIREMENTS**

- (1) Provide support for server infrastructure (Hardware & operating systems) including Active Directory, file, applications, database servers etc.
- (2) The service provider will provide a detailed licensing model for the following Microsoft software which include but not limited to the below.
  - Windows 2012/16/19 or latest Operating systems
  - SQL server 2012/14/16/19 or latest
  - Projects Server 2019 or latest
  - Visio
- (3) Provide support for Microsoft Office 365 & Microsoft Exchange 2010 hybrid solution.
- (4) Onsite preventative maintenance and health checks of servers and underpinning hardware
- (5) Provide support for on-premises backup software (backup exec 2015/Veeam) and Sophos advanced protection anti- malware (current version 5.5.0) / protection solutions for servers and endpoints.
- (6) Provision of support services for server hardware (break & Fix), warranties, maintenance and other related support for all ICT equipment enlisted on Table 1.
- (7) The service provider will be responsible for the provision of parts and material when replacement of parts is required.
- (8) Working with the CETA the service provider will be required to maintain patch and firmware levels at the latest as and when they are released by HP. The service provider

will also meet with CETA ICT staff at least once every three months to analyse reports and risks and recommend follow-up actions.

- (9) Provide a detailed licensing model for the Microsoft (On-premises & Cloud), Veeam, VMware and Sophos antivirus software(s)
- (10) Working with the CETA to ensure both Backup Software (Veeam) and Sophos Advanced Protection Anti-Malware suite are appropriately configured to meet the applicable procedures, policies, and requirements of CETA.

## **KEY SERVICE LEVEL AGREEMENTS**

### **a) SERVICE DESK**

Provide a point of contact, which will be via email, web portal, as well as telephonically. All service desk reporting or logging shall be maintained, to provide detailed reports at the end of each reporting month.

### **b) PATCHES AND UPDATES**

Working with the CETA in identifying and recommending patches and updates to be applied to the operating environment to keep it up to date and secure whilst adhering to CETA ICT change control processes.

- All VMWare, Microsoft Exchange, SQL and/or OS patch updates are to be performed during downtime, after hours or over weekends. When patches and updates are due, a service provider engineer will submit a change request for approval by the ICT Unit Head and patches will be loaded after hours.
- Ensure that both Backup Software (Veeam) and Sophos Advanced Protection Anti-Malware suite are appropriately configured and updated to meet the applicable security policies and procedures of CETA.
- Ensure that all hardware equipment is running on the latest firmware.

### **c) PROACTIVE HEALTH CHECKS**

The service provider will be required to perform health checks on all production servers to proactively detect faults and perform immediate break-fix and reporting as and when required. The service provider will ensure that exchange services are running optimally.

### **d) SKILLS TRANSFER**

The service provider will actively transfer skills and other information to CETA's ICT Administrators. Where necessary, training will take place in the form of on-site, "hands-on" activities.

**e) SLA SCHEDULE**

- 1 hour response (high priority calls)
- 2 hours response (normal priority calls)
- 8 business hours maximum to resolve

**f) REPORTING**

The Service Provider will be required to produce health check reports, as and when required, a full system check shall be performed, and a report of findings, fixes (including service pack updates) and recommendations compiled.

Reports to include but not limited to:

- Health check reports as detailed above (As and when required)
- Reports on patch updates and upgrades

Ad-hoc, and quarterly reporting meetings to be conducted.

○ **OTHER SERVICES**

- Support for Windows Server Role Base and Features.



**TECHNICAL EVALUATION**

**Criterion 2**

**Bidders who do not qualify on meeting the 70 points thresholds will be disqualified and will not be further evaluated on Price and BBEE.**

<p><b>Capacity and competencies</b> <b>Resources and individuals</b></p>	<p>The potential bidder must provide and attach three formal testimonial/ references letters with logo, letterhead, contactable details and relevant work/services executed signed by company representative/ Senior Official.</p>	<p>Attach (3) three or more written testimonials letters relating to the provision of professional services with regards to servers, not older than three (3) years.</p> <ul style="list-style-type: none"> <li>a. Five (5) or more testimonials = <b>20pts</b></li> <li>b. Three (3) or more testimonials = <b>10 pts</b></li> <li>c. One (1) or more testimonials = <b>4 pts</b></li> <li>d. No written testimonial=<b>0pts</b></li> </ul>	<ul style="list-style-type: none"> <li>• Bid Proposal</li> </ul> <p>What page (s) or section of your bid may the CV's be found?</p> <p>State <b>page (s) number</b>.....or State <b>section/ tab</b>.....on your proposal.</p>	<p><b>20 pts</b></p>			
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<p><b>Methodology and Project Approach</b></p>	<p>Demonstrate an understanding of the Provision of ICT Support, including Server Installations, Maintenance, Support, Licencing etc.</p>	<p>1) Provision of the server infrastructure support (hardware and software) <b>(15.0pts)</b></p> <ul style="list-style-type: none"> <li>○ Server services and roles = <b>7. pts</b></li> <li>○ Microsoft Exchange 2010 to latest version = <b>7. pts</b></li> <li>○ Functional one month after appointment date = <b>1.0 pts</b></li> <li>○ Functional two months or more after appointment date = <b>0.0 pts</b></li> </ul> <p>4) Provision of the below: <b>(15.0pts)</b></p> <ul style="list-style-type: none"> <li>○ Backup Server (Backup Exec and/or Veeam) (version 21.1.4) = <b>7 pts</b></li> <li>○ Endpoint protection solutions support services = <b>7 pts</b></li> <li>○ Functional one month after appointment date = <b>1.0 pts</b></li> <li>○ Functional two months or more after appointment date = <b>0.0 pts</b></li> </ul> <p>5) Provision of the below: <b>(15.0pts)</b></p> <ul style="list-style-type: none"> <li>○ Server troubleshooting, break, and fix = <b>14.0 pts</b></li> <li>○ Functional one month after appointment date = <b>1.0 pts</b></li> </ul>	<ul style="list-style-type: none"> <li>• Bid Proposal</li> </ul> <p>What page (s) or section of your project implementation approach may be found?</p> <p>State <b>page (s) number</b>..... ...or</p>	<p><b>70 pts</b></p>			
<p><b>Methodology and Project Approach</b></p>	<p>Demonstrate an understanding of the Provision of ICT Support, including Server Installations, Maintenance,</p>	<p>4) Assist with the renewal of licenses <b>(15.0pts)</b></p> <ul style="list-style-type: none"> <li>○ Microsoft, VMware, Sophos, Veeam software = <b>10pts</b> (demonstrate capacity to deliver the licenses for all four softwares)</li> <li>○ Only able to assist with some of the licenses = 0 pts</li> <li>○ Functional one month after appointment date = <b>5 pts</b></li> <li>○ Functional two months or more after appointment date = <b>0.0 pts</b></li> </ul>	<ul style="list-style-type: none"> <li>• Bid Proposal</li> </ul> <p>What page (s) or section of your project implementation approach may</p>				

	Support, Licencing etc.	<p>7) Reporting on ICT infrastructure status. <b>(10.0pts):</b></p> <ul style="list-style-type: none"> <li>○ Monthly and ad-hoc reporting = <b>3.0 pts</b></li> <li>○ Custom alerts and automation = <b>3.0 pts</b></li> <li>○ Helpdesk with contacts (email, phone number, and portal) = <b>3.0 pts.</b></li> <li>○ Functional one month after appointment date = <b>1.0 pts</b></li> <li>○ Functional two months or more after appointment date = <b>0.0 pts</b></li> </ul>	<p>be found?</p> <p>State <b>page (s) number</b>.....</p> <p>.or</p>			
<b>Assignment Experience</b>	The potential bidder must demonstrate the experience and the expertise in the field ICT Professional Services.	<p>The bidder must provide key team members CVs with experience in the field of ICT Professional Services:</p> <ul style="list-style-type: none"> <li>○ 10 and above years exp =<b>10 pts</b></li> <li>○ 6-9 years exp=<b>7 pts</b></li> <li>○ 1-5 years exp=<b>3 pts</b></li> </ul>	<p>What page (s) or section of your proposal, key team members experience may be found?</p> <p>State <b>page (s) number</b>.....</p> <p>...or</p>	<b>10 pts</b>		

**TOTAL WEIGHTS 100**



**PRICE AND BBEE  
Criterion 3**

Service providers who score 70 points or more will be further 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>Price Assessment</b>	<b>80 Points</b>
<b>Preferential Elements</b>	<b>20 Points</b>
B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

**PRICING SCHEDULE**

The service provider is required to provide a pricing schedule for the items listed as below.

<b>ITEM DESCRIPTION (SUPPORT SERVICES)</b>	<b>HOURLY RATE</b>
Support and Maintenance of the server infrastructure (hardware and software); server services and roles, VMware environment.	
Upgrade of Microsoft Exchange from 2010 to the latest version	
Support and maintenance of Backup Solution	
SAN/Server configurations, support, and maintenance.	
Ad-hoc and training Services	

ITEM DESCRIPTION (LICENSING SERVICES)	QTY	UNIT PRICE	TOTAL PRICE
HPE Warranty renewals for all the listed equipment (refer to Table 1 - Server Equipment)			
Microsoft Licensing (Windows Server OS) (refer to Table 1 - Server Equipment)			
VMware licensing (refer to Table 1 - Server Equipment)			
SQL Server	2 Instances (Virtual Server)		
Adobe electronic Signature	Per user		
Other Ad-hoc licenses (i.e. Zoom, etc.)			
N.B: Full specification is attached			

**A detailed pricing schedule may be attached**

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**The above terms of reference, were approved for issuing by:**

**Signature:** .....  ..... **Date:** ..... 23/07/2021 .....