



**REQUEST FOR PROPOSALS FOR THE PROVISION OF CHE-MIS  
CLOUD INFRASTRUCTURE AND MANAGED CLOUD SERVICES FOR  
THE PERIOD OF THIRTY-SIX (36) MONTHS WITH AN OPTION OF  
RENEWAL FOR 2 YEARS**

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**BID NO: CHE/CS/01/02/2026.**

**CLOSING DATE AND TIME: 25 February 2026 at 11:00am**

**NO BRIEFING SESSION**

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**Bid Validity Period: 90 days.**

**TENDER BOX ADDRESS:**

The Council on Higher Education (CHE)  
Reception Area

No.: 1 Quintin Brand Street,  
Persequor Technopark,  
Brummeria,  
Pretoria East, 0020

**PART A**  
**INVITATION TO BID**

**YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE COUNCIL ON HIGHER EDUCATION**

BID NUMBER:	CHE/CS/01/02/2026	DATE OF ISSUE: CLOSING DATE:	28 January 2026 25 February 2026	CLOSING TIME:	11:00 am
DESCRIPTION	Provision of CHE-MIS Cloud Infrastructure and Managed Cloud Services for thirty-six (36) months with an option of renewal for 2 years.				
BRIEFING SESSION	NO BRIEFING SESSION				

**BID RESPONSE DOCUMENTS MUST BE SUBMITTED TO THE FOLLOWING ADDRESS:**

1 Quintin Brand Street

Persequor Park;

Brummeria

Pretoria East

0020

BIDDING PROCEDURE		ENQUIRIES	MAY BE DIRECTED TO	TECHNICAL ENQUIRIES MAY BE DIRECTED TO:	
CONTACT PERSON	Dorah Motlhalifi		CONTACT PERSON	Luzuko Hute	
TELEPHONE NUMBER	012 349 3915		TELEPHONE NUMBER	012 349 3800	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	Motlhalifi.d@che.ac.za		E-MAIL ADDRESS	Luzuko.H@che.ac.za	

**SUPPLIER INFORMATION**

NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	Yes <input type="checkbox"/>	No <input type="checkbox"/>	B-BBEE STATUS LEVEL SWORN AFFIDAVIT	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]**

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
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### QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	YES <input type="checkbox"/> NO <input type="checkbox"/>
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	YES <input type="checkbox"/> NO <input type="checkbox"/>
DOES THE ENTITY HAVE PERMANENT ESTABLISHMENT IN THE RSA?	YES <input type="checkbox"/> NO <input type="checkbox"/>
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	YES <input type="checkbox"/> NO <input type="checkbox"/>
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	YES <input type="checkbox"/> NO <input type="checkbox"/>

**IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.**

### PART B

### TERMS AND CONDITIONS FOR BIDDING

#### 1. BID SUBMISSION:

- 1.1 Bids must be delivered by the stipulated time to the correct address. Late bids will not be accepted for consideration.
- 1.2 All bids must be submitted on the official forms provided – (not to be re-typed) as listed under – paragraph 3.1 [mandatory requirements] below.
- 1.3 This bid will be evaluated in terms of the preferential procurement policy framework act, 2000, and the preferential procurement regulations, 2022 under the 80/20 preference points system.
- 1.4 This bid shall be governed by the general conditions of the contract (GCC) which can be obtained from the national treasury website: [ocpo.treasury.gov.za/Resource\\_Centre/Legislation/General%20Conditions%20of%20Contract](http://ocpo.treasury.gov.za/Resource_Centre/Legislation/General%20Conditions%20of%20Contract)
- 1.5 Bidders who wish to claim the preference points should complete SBD 6.1 form in full. (attached).
- 1.6 The bid must be submitted with the following standard bidding documents: SBD 4 and SBD 1
- 1.7 The bid must be accompanied by a briefing session certificate as proof that they have attended the compulsory briefing session as indicated in part a above.
- 1.8 Copy of a BBBEE certificate issued by SANAS accredited verification agency or original certified sworn affidavit.

#### 2. TAX COMPLIANCE REQUIREMENTS

- 2.1 Bidders must ensure compliance with their tax obligations.
- 2.2 Bidders are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of the state to verify the taxpayer's profile and tax status.
- 2.3 Application for tax compliance status (TCS) pin may be made via e-filing through the SARS website [www.sars.gov.za](http://www.sars.gov.za).
- 2.4 Bidders may also submit a printed TCS certificate together with the bid.
- 2.5 In bids where consortia / joint ventures / sub-contractors are involved; each party must submit a separate TCS CERTIFICATE / PIN / CSD Number.
- 2.6 Where no TCS pin is available but the bidder is registered on the central supplier database (CSD), a CSD number must be provided.

**SIGNATURE OF BIDDER:** .....

**CAPACITY UNDER WHICH THIS BID IS SIGNED:** .....

**DATE:** .....

## 1. INTRODUCTION

The Council on Higher Education (CHE) is an independent statutory body established in May 1998 as provided for by Section 4 of the Higher Education Act (Act No. 101 of 1997, as amended), and it also functions as the Quality Council for Higher Education in terms of the National Qualifications Framework Act (Act No 67 of 2008, as amended). It is a Schedule 3A national public entity in terms of the Public Finance Management Act (Act No. 1 of 1999). More information on the CHE can be obtained from the website <https://www.che.ac.za/>.

## 2. BACKGROUNDS

The Council on Higher Education (CHE) has appointed a service provider for the design and development of the CHE Management Information System (MIS).

The MIS solution has been architected as a cloud-native solution leveraging Microsoft Azure Platform-as-a-Service (PaaS) and managed cloud services.

CHE therefore intends to appoint a cloud infrastructure service provider to provision, host, and manage the required cloud environment.

## 3. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

CHE seeks to appoint a suitably qualified cloud service provider to:

- Provision the required Microsoft Azure cloud infrastructure for the CHE MIS
- Provide ongoing managed cloud services to ensure availability, security, performance, and operational stability for a period of thirty-six (36) months with an option to renewal for 2 years.

This RFP does not constitute an offer to do business with the CHE but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

CHE intends to select a preferred service provider for the services mentioned above based on the fulfilment of the specification requirements and competitive price that will be submitted.

## 4. LEGISLATIVE FRAMEWORK OF THE BID

### 1.1 Tax Legislation

- 1.1.1 Bidder(s) must be compliant when submitting a proposal to CHE and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).
- 1.1.2 It is a condition of this bid that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service

(SARS) to meet the bidder's tax obligations.

- 1.1.3 The Tax Compliance status requirements are also applicable to foreign bidders / individuals who wish to submit bids.
- 1.1.4 It is a requirement that bidders grant a written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.
- 1.1.5 Bidders are required to be registered on the Central Supplier Database, and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database.
- 1.1.6 Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database, and their tax compliance status will be verified through the Central Supplier Database

## 1.2 Procurement Legislation

The CHE has a detailed procurement evaluation methodology established in accordance with the **Public Procurement Act, 2024 (Act No. 28 of 2024)**, which creates a unified regulatory framework for all organs of state. The Preferential Procurement Policy Framework Act (PPPFA), 2000, and Treasury Regulation section 16A Act.

## 1.3 Technical Legislation and/or Standards

Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services.

## 5. BRIEFING SESSION

There will be no briefing Session

## 6. TIMELINE OF THE BID PROCESS

The validity period of this tender and the withdrawal of offers, after the closing date and time is **90** days. The project timeframes of this bid are set out below:

Activity	Due Date
Advertisement of bid on Government e-tender portal	28 January 2026
There will be no briefing session	N/A
Questions relating to bid from bidder(s)	28 January 2026 to 20 February 2026
Bid closing date	25 February 2026 at 11:00 am
Notice to bidder(s)	CHE will endeavor to inform bidders of the progress until conclusion of the

All dates and times in this bid are South African standard time.

Any time or date in this bid is subject to change at CHE's discretion. The establishment of a time or date in this bid does not create an obligation on the part of the CHE to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if the CHE extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

## 7. CONTACT AND COMMUNICATION

Any clarification required by a Bidder regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the bid, is to be requested by e-mail from the given details below by not later than 24 February 2026. A reply will be forwarded within three (3) working days. Telephonic requests for clarification will not be accepted. If appropriate, the clarifying information will be made available to all Bidders by e-mail only. The bid number should be mentioned in all correspondence

Procurement related inquiries	Ms. Dorah Motlhalifi	Telephone	<a href="tel:0123493915">012 349 3915</a>
		E-mail	<a href="mailto:Motlhalifi.d@che.ac.za">Motlhalifi.d@che.ac.za</a>
Technical related inquiries	Mr. Luzuko Hute	E-mail	<a href="mailto:Hute.l@che.ac.za">Hute.l@che.ac.za</a>

## 8. LATE BIDS

Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the Bidder(s).

## 9. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.

## **10. FRONTING**

- 1.4 Government supports the spirit of broad-based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemn any form of fronting.
  
- 1.5 The Government, in ensuring that Bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the CHE may have against the Bidder contractor concerned.

## **11. SUPPLIER DUE DILIGENCE**

The CHE reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.

## **12. SUBMISSION OF PROPOSALS**

1.6 Bid documents must be placed in the tender box at the **CHE Reception Area**,

**No.: 1 Quintin Brand Street, Persequor Technopark, Brummeria, Pretoria**

**East, 0020** on or before the closing date and time.

- 1.7 Bid documents will only be considered if received by the CHE before the closing date and time.
  
- 1.8 The bidder(s) are required to submit one (1) original file 1: and one (1) USB with content of the original file by the Closing date 25 February 2026 at 11:00am. Each file and USB must be marked correctly and sealed separately for ease of reference during the evaluation process. Furthermore, the file and information in the USB must have the same information and be labelled and submitted in the following format:

FILE 1 (TECHNICAL FILE)	FILE 1 (PRICE & SPECIFIC GOALS)
<b>Exhibit 1a</b> <i>Pre-qualification documents</i> <i>Refers to Gate 0: Pre-qualification Criteria</i> <i>Table below (Mandatory Documents)</i>	<b>Exhibit 1b</b> <i>Pricing Schedule</i>
<b>Exhibit 2</b> <ul style="list-style-type: none"> <li>• Technical Responses and Bidder Compliance Checklist for Technical Evaluation</li> <li>• Supporting documents for technical responses.</li> </ul> <i>(Refer to - Gate 1: Technical Evaluation Criteria</i>	
<b>Exhibit 3</b> <ul style="list-style-type: none"> <li>• General Conditions of Contract (GCC)</li> </ul>	
<b>Exhibit 4</b> <ul style="list-style-type: none"> <li>• Company Profile</li> <li>• Any other supplementary information</li> </ul>	

Bidders are requested to **initial each page** of the tender document on the down right-hand corner.

### 13. DURATION OF THE CONTRACT

The successful bidder will be appointed for a period of 36 (thirty-six) months with an option to renew in the CHE's sole discretion for an additional 24 (twenty-four) months on the same terms and conditions unless the parties agree otherwise.

## 14. TERMS OF REFERENCE

### Infrastructure Bill of Materials

Service Category	Service Type	Requirement Summary (Scope Reference)	Mandatory (Yes/No)	Notes / Assumptions
Compute	Application Hosting (PaaS)	<p>Enterprise-grade application hosting for the MIS core application layer</p> <p>Suppliers must provide a premium-grade managed application hosting service suitable for a production-grade MIS platform, with the following characteristics:</p> <ul style="list-style-type: none"> <li>- Enterprise-class application hosting platform</li> <li>- Windows-based runtime environment</li> <li>- Dedicated compute capacity equivalent to 2 virtual CPUs and ±7 GB memory</li> <li>- Continuous availability for a full calendar month (24x7 operation)</li> <li>- Sufficient local storage allocation for application binaries and runtime artefacts</li> <li>- Support for secure HTTPS application access</li> <li>- No requirement for custom domain or certificate provisioning at this stage</li> <li>- High availability of servers via failover</li> <li>- Certificates will be a requirement to have applications accessible via HTTPS</li> </ul> <p>This service must be suitable for hosting the core MIS application layer.</p>	Yes	24x7 production workload
Storage	Object Storage	Premium performance storage for documents and artefacts (~2 TB)	Yes	Pay-as-you-go

Service Category	Service Type	Requirement Summary (Scope Reference)	Mandatory (Yes/No)	Notes / Assumptions
		<p>Suppliers must provide a high-performance object storage service with the following requirements:</p> <ul style="list-style-type: none"> <li>- Premium-performance storage tier</li> <li>- Locally redundant data protection</li> <li>- Capacity sized at approximately 2 TB</li> <li>- Pay-as-you-use consumption model</li> <li>- Support for frequent read, write, and container management operations</li> <li>- Monthly data movement allowance for both ingress and egress</li> <li>- Secure access controls enabled</li> <li>- File transfer services (e.g. SFTP) not required</li> <li>- Policies to ensure data is being archived efficiently</li> <li>- Configure Access to allow the application to connect via Shared Access Signatures &amp; Connection string</li> </ul> <p>This storage will be used for documents, uploads, reports, and system artefacts.</p>		consumption

Service Category	Service Type	Requirement Summary (Scope Reference)	Mandatory (Yes/No)	Notes / Assumptions
Databases	Managed Relational Database	<p>Mission-critical managed database with HA and DR</p> <p>Suppliers must provide a fully managed relational database service suitable for a mission-critical MIS, with the following characteristics:</p> <ul style="list-style-type: none"> <li>- Dedicated single database instance</li> <li>- General-purpose performance profile</li> <li>- Compute capacity scalable between 1 and 4 virtual cores</li> <li>- Always-on availability with zone-level resilience</li> <li>- Support for disaster recovery through replica configuration</li> <li>- Allocated database storage of approximately 1 TB</li> <li>- Inclusive database licensing on a pay-as-you-go basis</li> <li>- Automated backup with: <ul style="list-style-type: none"> <li>- Short-term point-in-time recovery</li> <li>- Long-term archival retention (monthly backups retained for multiple years)</li> </ul> </li> </ul> <p>This database will host all transactional and reporting data for the MIS.</p>	Yes	Includes backups and long-term retention

Service Category	Service Type	Requirement Summary (Scope Reference)	Mandatory (Yes/No)	Notes / Assumptions
Web	API Management	<p>Secure API gateway for MIS integrations</p> <p>Suppliers must provide a managed API gateway service to expose and control MIS integrations, with the following requirements:</p> <ul style="list-style-type: none"> <li>- Production-grade API management platform</li> <li>- Standard service tier suitable for enterprise workloads</li> <li>- Base and scaled capacity sufficient for: <ul style="list-style-type: none"> <li>- Continuous operation</li> <li>- Moderate API throughput (minimum 10,000 requests per month)</li> <li>- Support for secure API publishing, throttling, and monitoring</li> <li>- No requirement for self-hosted gateways <ul style="list-style-type: none"> <li>- Configure API security policies to ensure API are defended from DDoS and other attacks</li> <li>- This service will manage all system-to-system integrations.</li> </ul> </li> </ul> </li> </ul>	Yes	No self-hosted gateways required

Service Category	Service Type	Requirement Summary (Scope Reference)	Mandatory (Yes/No)	Notes / Assumptions
Networking	Application Gateway + WAF	<p>Secure web entry point with integrated firewall</p> <p>Suppliers must provide a secure application entry point with integrated web application protection, including:</p> <ul style="list-style-type: none"> <li>- Managed application gateway service</li> <li>- Integrated web application firewall (WAF)</li> <li>- Continuous monthly availability</li> <li>- Support for: <ul style="list-style-type: none"> <li>- At least one compute unit</li> <li>- Approximately 1,000 concurrent persistent connections</li> <li>- Limited outbound data transfer included</li> <li>- Protection against common web threats (OWASP Top 10)</li> <li>- Configuration of virtual appliances on a central private network</li> <li>- Network segmentation configuration</li> <li>- Configure optimal network security group rules</li> <li>- Configure secure access to servers for admins</li> </ul> </li> </ul> <p>This component will secure all external access to the MIS.</p>	Yes	OWASP protection

Service Category	Service Type	Requirement Summary (Scope Reference)	Mandatory (Yes/No)	Notes / Assumptions
Identity	External Identity Management	<p>External user authentication for up to 50,000 MAU</p> <p>Suppliers must provide an external identity management capability to support non-internal users, with capacity for:</p> <ul style="list-style-type: none"> <li>- Up to 50,000 monthly active external users</li> <li>- Secure authentication and identity lifecycle management</li> <li>- Integration with the MIS authentication framework</li> <li>- Compliance with data protection and privacy requirements</li> <li>- Configure Just-In-Time access to application</li> <li>- Configure privileged identity management</li> <li>- Configure access review policies to resources</li> <li>- Configure policies to ensure that resources are compliant with organization policies</li> </ul> <p>This service will support institutions and external stakeholders accessing the MIS.</p>	Yes	Integrates with MIS auth
Security	Secrets & Key Management	<p>Centralised secure secrets and key vault</p> <p>Suppliers must provide a secure secrets and encryption key management service with the following scope:</p> <ul style="list-style-type: none"> <li>- Centralised secrets storage</li> </ul>	Yes	No dedicated HSM required

Service Category	Service Type	Requirement Summary (Scope Reference)	Mandatory (Yes/No)	Notes / Assumptions
		<ul style="list-style-type: none"> <li>- Support for:</li> <li>- Standard cryptographic operations</li> <li>- Advanced security operations where required</li> <li>- Key renewal and lifecycle management</li> <li>- No requirement for dedicated hardware security modules at this stage</li> </ul> <p>This service will protect application secrets, credentials, and encryption keys.</p>		
Networking	Virtual Networks	<p>Primary and secondary regional virtual networks (ZA regions)</p> <p>Suppliers must provide isolated cloud network environments deployed in two South African regions, with:</p> <ul style="list-style-type: none"> <li>- One virtual network in a primary region</li> <li>- One virtual network in a secondary region</li> <li>- Outbound data transfer allowance of approximately 100 GB per region per month</li> <li>- Secure segmentation between application tiers</li> </ul> <p>Support for future expansion and hybrid connectivity if required</p>	Yes	100 GB outbound per region

Service Category	Service Type	Requirement Summary (Scope Reference)	Mandatory (Yes/No)	Notes / Assumptions
Monitoring	Logging & Observability	<p>Centralised monitoring, logging, alerting and APM</p> <p>Suppliers must provide a comprehensive monitoring and observability platform covering infrastructure, application, and security telemetry, including:</p> <ul style="list-style-type: none"> <li>- Centralised log ingestion across: <ul style="list-style-type: none"> <li>- Platform logs</li> <li>- Application logs</li> <li>- Security logs</li> </ul> </li> <li>- Daily log ingestion volumes sized at multiple gigabytes per log category</li> </ul> <p>Tiered log retention:</p> <ul style="list-style-type: none"> <li>- Short-term interactive access (<math>\approx</math> 3 months)</li> <li>- Long-term archival retention (<math>\approx</math> 12 months)</li> <li>- Log restoration capability for historical analysis</li> <li>- High-volume querying and search capability</li> </ul> <p>Application performance monitoring with:</p> <ul style="list-style-type: none"> <li>- Transaction tracing</li> <li>- Availability testing</li> </ul>	Yes	Covers $\pm$ 50 cloud resources

Service Category	Service Type	Requirement Summary (Scope Reference)	Mandatory (Yes/No)	Notes / Assumptions
		<ul style="list-style-type: none"> <li>- User experience telemetry</li> <li>- Alerting via email and webhook channels</li> <li>- Monitoring coverage for approximately 50 cloud resources</li>   <li>- Observability and alerts on availability within the environment</li> <li>- Log querying dashboards to view which items are most common</li> </ul> <p>This service must support proactive monitoring, troubleshooting, and audit readiness.</p>		

## Managed Cloud Services – 30 Hours per Month

Bidders must include **30 hours per month** of managed cloud services, covering:

- Infrastructure monitoring and alerts
- Backup verification and restoration support
- Patch and platform updates (PaaS-level)
- Incident resolution and root-cause analysis
- Capacity and performance optimization
- Monthly usage and cost reporting Unused hours may not be carried forward.

### Service Levels (Minimum)

Area	Minimum Requirement
Availability	≥ 99.9% monthly
Monitoring	24x7 infrastructure monitoring
Incident Response	Severity-based response times
Backup	Daily automated backups
Restore Testing	At least quarterly
Reporting	Monthly SLA and cost reports

## 15. CHE REQUIREMENTS FOR BIDDERS

Service Providers are required to submit a detailed business proposal consisting of a technical and financial proposal.

### 4.1 The technical proposal should contain the following information:

- Capabilities of the service provider.
- Understanding the requirements.
- Capacity of the company to perform the task. The team members proposed to provide the service and their experience and qualifications. Provide the CVs of the project team members.
- Proposed methodology and technology.
- Experience in the sector. Portfolio showing previous experience.
- The size and capacity of the service provider.
- Provide three (3) written and contactable reference letters.

## 16. EVALUATION AND SELECTION CRITERIA

The CHE has set minimum standards (Gates) that a bidder needs to meet to be evaluated and selected as a successful bidder. The minimum standards consist of the following

Pre-qualification Criteria (Gate 0)	Technical Evaluation Criteria (Gate 1)	Price and Specific Goals Evaluation (Gate 2)
<p>Bidders must submit all documents as outlined in mandatory (Table 1) below.</p> <p>Only bidders that comply with ALL mandatory criteria will proceed to Gate 1</p> <p>.</p>	<p>Bidder(s) are required to achieve a minimum of <b>70</b> points out of <b>100</b> points to proceed to Gate 2 (Price and Specific goals).</p>	<p>Bidder(s) will be evaluated out of 100 points and Gate 2 will only apply to bidder(s) who have met and exceeded the threshold of <b>70</b> points.</p>

### 4.2 Gate 0: Pre-qualification Criteria

Without limiting the generality of the CHE's other critical requirements for this Bid, bidder(s) must submit the documents listed in **Table 1** below. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidder(s) proposal may be disqualified for non-submission of any of the documents.

**Table 1: Documents that must be submitted for Pre-qualification**

#### Mandatory and administrative documents (Gate 0)

Mandatory Document that must be submitted	Non-submission may result in disqualification	
<b>Bidders must provide proof of -</b>  <b>• Microsoft Solutions Partner Designations:</b>	YES	<p>Solutions Partner for Infrastructure (Azure)</p> <p>Solutions Partner for Digital &amp; App Innovation (Azure)</p>
<b>• Pricing Schedule</b>	YES	<p>The pricing schedule must be fully completed in line with the tender document requirements and format. Service Providers must submit full details of the pricing proposal. Incomplete pricing schedule will be disqualified.</p>

<b>3.3. Administrative documents that must be submitted</b>	These documents can be requested from the bidders/ preferred bidder and must be submitted within specified time and failure to submit within the specified timeframe will result in a disqualification.	
• <b>Invitation to Bid - SBD 1</b>	<b>YES</b>	Complete and sign the supplied pro forma document
• <b>Tax Status - SBD 1</b>	<b>YES</b>	Vendor Number Proof of Registration on the Central Supplier Database
• <b>Declaration of Interest – SBD 4</b>	<b>YES</b>	Complete and sign the supplied pro forma document
• <b>Preference Point Claim Form – SBD 6.1</b>	<b>NO</b>	Non-submission will lead to a zero
• <b>Registration for Central Supplier Database (CSD)</b>	<b>NO</b>	The Bidder must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal  Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your vendor number.  Submit proof of registration. Service Providers not registered with CSD after verification on the CSD system will be disqualified.
• <b>In the event the company is bidding as a Joint Venture, all members of the JV must submit all required documentation i.e. mandatory and administrative including valid joint venture agreement.</b>	<b>YES</b>	

#### 4.3 Gate 1: Technical Evaluation Criteria = 100 points

Only Bidders that have met the Pre-Qualification Criteria mandatory requirements in (Gate 0) will be evaluated in Gate 1 for functionality. Functionality will be evaluated as follows:

i. Functional Evaluation – Bidders will be evaluated out of **100** points and are required to achieve minimum threshold of **70** points of **100** points.

ii. The overall score must be equal or above **70** points to proceed to Gate 2 for Price and Specific Goals evaluations.

As part of due diligence, CHE may conduct a site visit at a client of the Bidder (reference) for validation of the services rendered or verification of reference letter/qualifications. The choice of

due diligence and site inspection will be at CHE's sole discretion. CHE reserves the right to remove the points allocated per bidder where CHE receives none/negative feedback on verification. It is the responsibility of the bidder to ensure that contact details provided are valid and contactable.

The Bidder's information will be scored according to the following points system:

CRITERIA	SUB-CRITERIA	POINTS	Reference page in Proposal (Please insert page number, where possible)
<u>Bidder's relevant experience for the assignment:</u> Capability to host and manage production Azure workloads in South Africa <b>NB: The reference letters should not be older than three(3) years, and work should have been carried out within the past five (5) years.</b> <b>The reference letters must be from different organisations, or if from the same organisation must be different projects.</b>	The bidder must submit reference letters from organizations where similar services were provided. <ul style="list-style-type: none"> <li>One reference letter = <b>15 points</b></li> <li>Two reference letters = <b>30 points</b></li> <li>Three reference letters = <b>45 points</b></li> </ul>	<b>45</b>	
<u>Project Manager</u> The bidder must attach the CV of the Project Manager to qualify for points with PM industry-recognised certification, i.e. PMBOK/ PMP or PRINCE2.  Only one project manager will be considered for points allocation. <b>(NB: The experience in the CV must indicate at least</b>	The CV of the Project Manager will be used for the points allocation. Project Manager points will be allocated as follows: <ul style="list-style-type: none"> <li>No relevant working experience = <b>0 points</b></li> <li>One to Two years relevant working experience = <b>5 points</b></li> <li>Three to Five years relevant working experience = <b>10 points</b></li> </ul>	<b>15</b>	

<p><b>one of the required certificates to claim the above points)</b></p>	<ul style="list-style-type: none"> <li>More than five years of relevant working experience = <b>15 points</b></li> </ul>		
<p><b><u>Cloud Technical Specialist</u></b></p> <p>The bidder must attach CV of Cloud Technical Specialist/Engineer to qualify for points with at least one of the following certificates:</p> <ul style="list-style-type: none"> <li>• Azure Solutions Architect Expert</li> <li>• Azure Administrator Associate</li> <li>• Azure Virtual Desktop Specialty</li> </ul> <p><b>(NB: The experience in the CV must indicate at least one of the required certificates to claim the above points)</b></p> <p>Only one project manager will be considered for points allocation.</p>	<p>The CV of the Cloud Technical Specialist will be used for the points allocation. Cloud Technical Specialist/Engineer points will be allocated as follows:</p> <ul style="list-style-type: none"> <li>• No relevant working experience = <b>0 points</b></li> <li>• One to Two years relevant working experience = <b>5 points</b></li> <li>• Three to Five years relevant working experience = <b>10 points</b></li> <li>• More than five years of relevant working experience = <b>15 points</b></li> </ul>	<b>15</b>	
<p><b><u>Quality of methodology:</u></b></p> <p>Methodology proposal must be attached for a bidder to score points.</p>	<p>The service provider must attach a detailed proposal to demonstrate the understanding of the Terms of Reference:</p> <ul style="list-style-type: none"> <li>• Cloud infrastructure onboarding and implementation = <b>15 Points</b></li> <li>• Support, Service Level Agreement (SLA), Reporting, and escalation model = <b>10 Points</b></li> </ul>	<b>25</b>	

***NB: Failure to meet all requirements above, the bidder(s) will be disqualified.***

#### 4.4 Gate 2: Price and Specific goals (80+20) = 100 points

Only Bidders that have met the **70-point** threshold in Gate 1 will be evaluated in Gate 2 for price and Specific goals. Price and Specific goals will be evaluated in terms of the 80/20 preference point system prescribed by the Preferential Procurement Regulations, 2022 as detail. CSD ownership information or BBBEE certificate will be used to claim the below points. The allocation of points will be as follows:

Specific goals as stipulated under SBD 6,1	Price
Historically disadvantaged Individual (HDI) (51%) Ownership	10
Small, Medium and Micro enterprise	10
	20 points
	80

**NB: It is the responsibility of the service provider to submit proof of documentation required in terms of this Bid to claim points for specific goals.**

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#### DECLARATION BY BIDDER

I, the undersigned ( \_\_\_\_\_) certify that:

- i. I have read and understood the conditions of this Bid.
- ii. I have supplied the required information and the information submitted as part of this Bid is true and correct.

Signature.....

Date .....

Capacity.....

## 17. PRICING PROPOSALS

Pricing Proposal must be submitted in separate sealed file (File 2). The file must clearly mark "Pricing Proposals" and in file there must be a consolidated pricing and detail price breakdown per the following categories:

- Bidders are required to indicate if prices are fixed or not, if not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index.
- The proposal must be in line with the service required.
- Bidders are required to indicate a ceiling price based on the total as per the service categories and include all expenses inclusive of all applicable taxes for the project.

### 4.5 ANNEXURE B – PRICING TEMPLATE

### 4.6 COST BREAKDOWN

Service providers must provide detailed costing, which includes:

Service Category	Service Type	Monthly Cost	Year 1	Year 2	Year 3
Setup and Configuration (ONCE-OFF)					
Compute	Application Hosting (PaaS)				
Storage	Object Storage				
Databases	Managed Relational Database				
Web	API Management				
Networking	Application Gateway + WAF				
Identity	External Identity Management				
Security	Secrets & Key Management				
Networking	Virtual Networks				
Monitoring	Logging & Observability				
Managed Services	30 Hours per Month				
<b>SUB-TOTAL</b>					
<b>VAT (15%)</b>					
<b>TOTAL</b>					

### NOTES REGARDING PRICING

*The total contract **MUST** be all inclusive. This means, all direct and indirect related cost must be included in the annual fee. No additional cost will be considered post award of the bid. Note that failure to propose the fee will render the entire bid as non-responsive and will result in the bidder scoring zero out of 80 points achievable on the price criteria.*

## **18. GENERAL CONDITIONS OF CONTRACT**

Any award made to a bidder(s) under this bid is conditional, amongst others, upon –

The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which CHE is prepared to enter into a contract with the successful Bidder(s).

The bidder submitting the General Conditions of Contract to the CHE together with its bid, duly signed by an authorised representative of the bidder.

<https://www.treasury.gov.za/divisions/ocpo/sc/generalconditions/general%20conditions%20of%20contract.pdf>

## **19. CONTRACT PRICE ADJUSTMENT**

Contract price adjustments will be done annually on the anniversary of the contract start date.

The price adjustment will be based on the Consumer Price Index Headline Inflation

STATS SA P0141 (CPI), Table E

Table E - All Items

## **20. SERVICE LEVEL AGREEMENT**

- 4.7 Upon award, the CHE and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by the CHE, in the format of the draft Service Level Indicators included in this tender pack.
- 4.8 The CHE reserves the right to vary the proposed draft Service Level Indicators during negotiations with a bidder by amending or adding thereto.
- 4.9 Bidder(s) are requested to:
  - Comment on draft Service Level Indicators and where necessary, make proposals to the indicators.
  - Explain each comment and/or amendment; and
  - Use an easily identifiable colour font or “track changes” for all changes and/or amendments to the Service Level Indicators for ease of reference.
- 4.10 The CHE reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to the CHE or pose a risk to the organization.

## BIDDER'S DISCLOSURE

### 1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

### 2. Bidder's declaration

2.1 Is the bidder, or any of its directors/trustees/shareholders/members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietors/directors/trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in the table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

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<sup>1</sup> the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

.....

### **3 DECLARATION**

I, the undersigned, (name).....  
in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure.
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect.
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

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<sup>2</sup> Joint venture or Consortium means an association of people for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM, SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of Bidder

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022**

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS, AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

**1. GENERAL CONDITIONS**

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

- a) The applicable preference point system for this tender is the **80/20** preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and specific goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	<b>POINTS</b>
<b>PRICE</b>	80
<b>SPECIFIC GOALS</b>	20
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

## 2. DEFINITIONS

- (a) “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) “**tender for income-generating contracts**” means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

#### 3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \text{80/20} & \text{or} & \text{90/10} \\ Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}}\right) \text{ or} & & Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}}\right) \end{array}$$

Where	
Ps	= Points scored for price of tender under consideration
Pt	= Price of tender under consideration
Pmin	= Price of lowest acceptable tender

### 3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

#### 3.2.1 POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

or

90/10

$$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}}\right) \text{ or } Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_m}\right)$$

Where			
	Ps	=	Points scored for price of tender under consideration
	Pt	=	Price of tender under consideration
	Pmax	=	Price of highest acceptable tender

#### 4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
  - (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
  - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,  
then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**

**(Note to organs of state: Where either the 90/10 or 80/20 preference point system**

**is applicable, corresponding points must also be indicated as such.**

**Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)**

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Historically disadvantaged Individual (HDI) (51%) Ownership		10		
Small, Medium and Micro enterprise		10		

##### 4.10.1.1 DECLARATION WITH REGARD TO COMPANY/FIRM

- 4.3. Name of company/firm.....
- 4.4. Company registration number: .....

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole property
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State

Owned  
Company  
[TICK  
APPLICABL  
E BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

- (a) disqualify the person from the tendering process.
- (b) recover costs, losses or damages it has incurred or suffered because of that person's conduct.
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favorable arrangements due to such cancellation.
- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

.....  
**SIGNATURE(S) OF TENDERER(S)**

**SURNAME AND NAME:** .....

**DATE:** .....

**ADDRESS:** .....

.....  
.....