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## SCOPE OF WORK

**ENQUIRY NO: CTT25371**

**DESCRIPTION: PROVISION OF A NETWORK MONITORING TOOL, SYSTEM MANAGEMENT TOOL AND A SERVICE MANAGEMENT TOOL FOR PetroSA**

### 1. BACKGROUND

PetroSA wants to implement Network Monitoring and System Management tools that is used to proactively identify bottlenecks, stability, performance, and availability of the Information and Communication Technology (ICT) Enterprise Infrastructure. Additionally, The ICT Service Management System (Solution) and associated Licenses.

**Tenderers can tender for *only one or all* of the three components (Scope 1 and/or Scope 2 and/or Scope 3 – which must be clearly marked on all correspondence in its Tender Documents, Returnable Schedule and Commercial Bid Analysis)**

### 1.1. SCOPE OF SUPPLY

#### 1.1.1. The scope of work entails the following:

- 1) To procure and implement the Network Monitoring tool and associated licenses for a period of 36 months.
- 2) The Network Monitoring licensing should cater for a maximum 3000 IP devices.
- 3) Provide support and maintenance of the Network Monitoring Tool for a period of 36 months.
- 4) To Upgrade and configure the PetroSA SCOM & SCCM tools as per PetroSA requirements.
- 5) The ICT Service Desk System (Solution) and associated Licenses.

#	Description	Contract Period
Scope 1	<b>Network Performance monitoring tool</b> , including supply, installation, configuration, maintenance and support.	3 years
Scope 2	<b>System management tool</b> (SCOM & SCCM), including upgrade and configuration, maintenance & support	
Scope 3	<b>ICT Services Management Solution</b> , including supply, installation, configuration and training	

**1.1.2. The scope of work excludes the following:**

- (i) Supply of hardware

## **2. REQUIREMENTS**

Products required are as per the Table below:

**Procurement and implementation of the following**

#	Product Description	Contract Period
Scope 1	Network Performance Monitoring Tool	3 years
Scope 2	System Management Tool	
Scope 3	ICT Services Management Solution	

## **3. PROJECT DELIVERY SCHEDULE AND PERFORMANCE**

**Tenderer MUST tender for each Scope separately, which Scope MUST be clearly marked. Please clearly indicate the Scope you are responding to and comply with all the General Requirements (Section 4).**

### **3.1. Network Performance Monitoring Tool**

- o Reporting on the systems availability and performance.
- o Identifying network technical errors and points of failure.
- o Create network Maps and network insight
- o Availability, application performance and website issues
- o The solution should provide a complete end-to-end service delivery view based on the following principles among others:
  - Utilizing end-user monitoring capabilities to measure the quality of service delivered

- Creating an infrastructure and component model of how those services are delivered through a performance-driven method.
- Provide Network Reports
- The maintenance and support services must ensure that all components and functionality of the monitoring solution
- Create a central knowledge base to drive availability and performance
- Create reports to assist with root cause analysis and support/inform capacity planning.
- Assist in the quick resolution of system performance issues.

### **3.2 System Management Tool**

- Reporting on the systems availability and performance.
- Identifying technical errors and points of failure.
- Create network Maps and network insight.
- Availability, application performance and website issues
- The solution should provide a complete end-to-end service delivery view based on the following principles among others:
  - Utilizing end-user monitoring capabilities to measure the quality of service delivered.
  - Creating an infrastructure and component model of how those services are delivered through a performance-driven method.
  - Provide Reports
  - The maintenance and support services must ensure that all components and functionality of the monitoring solution.
  - Create a central knowledge base to drive availability and performance.
  - Create reports to assist with root cause analysis and support/inform capacity planning.
  - Assist in the quick resolution of system performance issues.

### 3.3 ICT Services Management Solution

Service Management is the process of delivering and managing IT services to customers. It involves the design, planning, delivery, and control of IT services to meet the needs of the organization and its customers. Service management services typically include the following:

- **Service Desk:** This is the first point of contact for customers seeking assistance with IT-related issues. The service desk is responsible for receiving, documenting, and resolving service requests, incidents, and problems.
- **Incident Management:** This process involves identifying, diagnosing, and resolving incidents that occur within the IT service environment.
- **Problem Management:** This process involves identifying, analysing, and resolving problems that are causing incidents. It also aims to prevent similar incidents from occurring in the future.
- **Change Management:** This process involves controlling and managing changes to IT services to minimize the risk of disruption. It includes the assessment, authorization, scheduling, testing, and implementation of changes.
- **Configuration Management:** This process involves maintaining accurate information about the components of an IT service, including hardware, software, and documentation (CMDB).
- **Release Management:** This process involves the planning, testing, and deployment of new IT services and updates to existing services.
- **Service Level Management:** This process involves setting and maintaining service level agreements (SLAs) with customers, monitoring service performance, and reporting on service level achievements.
- **Continual Service Improvement:** This process involves regularly reviewing and improving IT services to ensure they meet the needs of the organization and its customers.
- **IT Asset Management:** This process involves managing the lifecycle of IT assets, including hardware, software, and licenses.
- **Reporting:** This process involves creating and distributing reports on service performance, SLA compliance, and other service-related metrics.

The Service Provider is expected to provide a solution that meets the requirements covered below:

- To supply, install and integrate the Service Management tool into the PetroSA environment.
- PetroSA must own the licences to the tool.

- Tool must cater for at least the following:
  - Agents: 10
  - Resolvers: 20
  - Userbase: 1000
    - Show cost of incremental increases/ decreases in the above quantities.
- CMDB must be integrated into the tool. Service Provider must propose how it could assist PetroSA with populating, confirming and maintaining CMDB records. Service Provider proposal must include Discovery and update mechanisms, importing of data from excel or other databases for approximately 3000CI's.
- Change & Release management must include online interfaces as well as online approval workflows. Service Provider must propose how it plans to set up, configure and conduct knowledge transfer.
- Service Desk / Incident, Problem Management, IMACD (Install, Move, Add, Change, Delete)
  - Service Provider must describe the Service Desk features and include in implementation plan.
- The tool must support mobile access. Service Provider must detail all the mobile capabilities of the platform.
- SLA Management:
  - Describe the tool's capabilities with regards to SLA Management.
- Reporting & Dashboards
  - Describe the tool's capabilities with regards to Reporting & Dashboards.

## 4. MANDATORY TECHNICAL REQUIREMENTS

### 4.1. INSTRUCTION AND EVALUATION CRITERIA

- 1) The Tenderer **must comply with ALL the requirements as per section 4.2 below by providing substantiating evidence** in the form of documentation or information, failing which it will be regarded as "NOT COMPLY".
- 2) The Tenderer **must provide a unique reference number on the Returnable Schedule** (eg. A, B, etc or 1, 2, etc) to locate substantiating evidence in the bid response. During evaluation, PetroSA reserves the right to treat substantiation evidence that cannot be located in the bid response as "NOT COMPLY".
- 3) The Tenderer must comply with ALL the MANDATORY TECHNICAL REQUIREMENTS in order for the bid to proceed to the next stage of the evaluation.
- 4) No URL references or links will be accepted as evidence.

### 4.2. MANDATORY REQUIREMENTS

A minimum score of **70 points** is required to qualify technically per service.

<b>MANDATORY REQUIREMENTS</b>	<b>Substantiating evidence of compliance</b> <i>(utilised to evaluate bid)</i>	<b>POINT ALLOCATION</b>
<b>1) Tenderer CERTIFICATION / AFFILIATION REQUIREMENTS</b>  The Tenderer must be accredited with the OEM/OSM for the supply of licenses, maintenance and support. (Applicable Scope: 1, 2 and 3)	Attach a copy of a valid OEM/OSM documentation (certificate or letter or membership card) as proof that the Tenderer is accredited for the supply of licenses, maintenance and support	<b>30 points</b>  <b>None submitted – 0 points</b>
<b>2) Tenderer EXPERIENCE AND CAPABILITY REQUIREMENTS</b>  The Tenderer must have provided licenses, maintenance and support to at least one (1) customer in the last 12 – 18 months. (Applicable Scope: 1, 2 and 3)	Provide a reference of customers to whom the supply of licenses, maintenance and support for network systems was provided in the last 5 years (indicate date/year)  <b>NB:</b> PetroSA reserves the right to verify information provided	<b>1 reference letter - 10 points</b>  <b>3 reference letters - 15 points</b>
<b>3) SITA 845 Accreditation</b> (Applicable Scope: 1, 2 and 3)	Tenderer must be accredited by SITA. A letter of appointment for SITA 845 must be provided.	<b>5 points</b>  <b>None submitted – 0 points</b>
<b>4) Methodology</b> (Applicable Scope: 1, 2 and 3)	Tenderer to submit a methodology of implementation which must include as a minimum; (1)Planning (to include all IT governance to be applied); (2)Design; (3)Execution; (4)Training and Handover to PetroSA IS Team	<b>All 4 areas covered</b> <b>1) Planning - 20 points</b> <b>2) Design – 10 points</b> <b>3) Execution – 10 points</b> <b>4) Training and Handover – 10</b>  <b>All 4 areas not covered – 0 points</b>

### 4.3 SERVICES AND PERFORMANCE METRICS

The Supplier is responsible to provide the following support services:

<b>Service Metrics</b>	<b>Matrix</b>	<b>Measurement</b>	<b>Period</b>
		<b>Time to resolve</b>	<b>08:00 – 16:00 Monday - Friday</b>
Resolution of all Network Performance monitoring tool support incidents logged	100%	8 Hours	8 x 5
Resolution of all System management tool requests for support logged	100%	8 Hours	8 x 5

Resolution of all ICT Service Management System support incidents logged	100%	8 Hours	8 x 5
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## 5. ENQUIRIES

Any enquiries regarding this tender should be addressed to **Nesha Gaca** in the Tender Office at telephone no. **(044) 601-3043**, or e-mail address [nesha.gaca@petrosa.co.za](mailto:nesha.gaca@petrosa.co.za).