

RFP 01/2021

PROVISION OF INFORMATION TECHNOLOGY COMMUNICATION (ICT) SUPPORT SERVICES INCLUDING HOSTING SOLUTION, NETWORKING AND MAINTENANCE SERVICES FOR A PERIOD OF FIVE (5) YEARS

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1. Introduction to State Diamond Trader

The State Diamond Trader is a state-owned entity established in terms of section 14 of the diamonds Act, 56 of 1986 as amended ("the act"). It is classified as a schedule 3B entity of the Public Finance Management Act. The vision of the state diamond trader is to be the catalyst for the transformation and growth of the local diamond beneficiation industry. Aligned with this vision, the entity has as one of its strategic objectives is to ensure acquisition of and equitable access to rough diamonds, with a focus on historically disadvantaged groups.

The State Diamond Trader invites certain qualified bidders to submit tenders and proposals in accordance with the rules set out in this RFP for the provision of the:

- provision of information technology communication (ict) support services including hosting solution, networking and maintenance services for a period of five (5) years

A submission of a tender by you in response to this Invitation will be deemed as your acceptance of the State Diamond Trader terms and conditions of this tender.

2. Structure of the RFP

No	Description of the document content	Document Name
1.	Documents outlining the RFP background, conditions and instructions.	Main RFP
2.	Document outlines the business requirements, technical competency requirements and any other information related to the tender requirement.	Technical specification
3.	Documents required (Standard Bidding Documents) as per National Treasury for all competitive bidding process and must be returned with bid submission.	SBD Documents Central Supplier Database (CSD Report)
4.	The proposed agreement under which SDT wishes to contract the services.	Draft service level agreement
5.	Response templates. Templates that are required to form part of the Bidder's Tender response.	Pricing Schedule

3. Key Timelines & Activities

The table below highlights all the important dates and times for this bid from the time of bid publication until closing date for submission.

No	Activity	Date & Time
1	Bid Publication on Government Gazette, National Treasury's eTender website, SDT website and other applicable media	04 June 2021
2	Compulsory/ Non-compulsory Bidders briefing session	No briefing session will not be conducted. Bidders are to send any queries to zamokuhlel@statediamondtrader.gov.za . A register of all queries will be compiled and a response shared with all tenderers
3	Bidders to submit written questions	04 June 2021 – 06 July 2021
4	SDT to respond to written questions posed by bidders	04 June 2021 – 08 July 2021
5	Tenders due ("Closing Date and time")	09 July 2021 at 11:00am

4. Instructions to Bidders

4.1 General Instructions

This document constitutes a Request for Proposal (RFP) which details State Diamond Trader's requirements for service provider to provide ICT Technical Support Services Including Hosting Solution, Networking and Maintenance Services for a period of five (5) years. All bidders must comply with the requirements and instructions as set out in the RFP. Bidders must ensure that information and documentation supplied can be easily understood and thus, evaluated in a fair and consistent manner. All pricing information must be fully disclosed with all charges clearly defined.

4.2 Objectives

State Diamond Trader's primary objective in issuing this RFP is to conclude one or more service agreement with successful bidder for the provision of ICT Support Services:

- Take over management of existing service and infrastructure, including managed relationship with incumbent IT service provider to ensure smooth handover of services, including all passwords and logins.
- Provide a fast, responsive helpdesk services during normal office hours, with additional support available 24/7/365.
- Perform a full audit/risk review of existing IT infrastructure, provide recommendations for immediate changes and implement and manage any agreed changes.
- Provide a proactive consultative service going forward, making recommendations for upgrades and enhanced services.

4.3 Term of Contract

The contract shall be for a duration of 5 years.

4.4 Bid Validity

Bid must be valid for a minimum period of 180 days from the closing date of the tender.

4.5 Submission of Proposal

Bid documents will only be considered if received on or before the Closing Date and Time, regardless of the method used to send or deliver such documents to State Diamond Trader. Bids can be hand delivered or posted using the addresses below.

Physical Address:

Jewel City
225 Main Street
Johannesburg
2001

Postal Address:

P.O. Box 612121
Marshalltown
Johannesburg
2107

Late tenders will not be accepted.

Bidders must submit two (2) copies, one original of the proposal and a soft copy, in sealed envelopes and clearly marked "Request for Proposal for Information Technology Communication (ICT) Support Services Including Hosting Solution, Networking and Maintenance Services for a period of five (5) years". The price responses and BEE response must be submitted in a sealed file or envelope separate from Technical Response file.

4.6 Enquires

SCM Enquires: Supply Chain Management Officer

Email: quotation@statediamondtrader.gov.za

Contact Number: 010 003 0310

Technical Enquires: IT Officer

Email: Patrickb@statediamondtrader.gov.za

Contact Number: 010 003 0311

5. Bid Qualification

- 5.1 A Bidder must be a South African entity (Company, Close Corporation, Sole Proprietor or individual) or have a local branch in South Africa.
- 5.2 The Bidder must be fully tax compliant. As an organ of state, State Diamond Trader cannot conduct business with a company whose tax matters are not in order as declared by SARS.
- 5.3 Bidders who wish to render services to State Diamond Trader must be on or will register on the National Treasury Central Supplier Database (CSD) as per National Treasury Circular No.3 of 2015/6- Central Supplier Database.
- 5.4 State Diamond Trader will disqualify a bidder/s who engages in the following:
 - 5.4.1 Engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other Bidder in respect of the subject matter of this RFP;
 - 5.4.2 Seeks any assistance, other than assistance officially provided by a government entity, from any employee, advisor or other representative of a government entity in order to obtain any unlawful advantage in relation to procurement or services to be provided to a government entity;
 - 5.4.3 Makes or offers any gift, gratuity, anything of value other inducement, whether lawful or unlawful, to any of SDT official or other representatives;
 - 5.4.4 Accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to the procurement or service to be provided to the entity;
 - 5.4.5 Pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or result from the award of any tender, contract, right or entitlement which is in any way related to services to be rendered to the entity;

5.4.6 whose Tender contains a negligent misrepresentation which is materially incorrect or misleading

5.4.7 who materially fails to comply with any conditions or requirements of this RFP;

6. Bid Evaluation Process

After the closing date of the bid invitation, all received bid proposals will be evaluated for compliance and selection. The following evaluation method will be used to evaluate bids.

6.1 Gate 0 - Administration Evaluation

Bidders must submit the following administrative standard bidding documents (SBDs) fully completed and signed.

- SBD 1 Invitation to Bid
- SBD 4 - Declaration of Interest
- SBD 6.1 - Preferential Point Claim Form – **Non-submission will result into a zero score on B-BBEE points.**
- SBD 8 - Declaration of Bidder's Past Supply Chain Management Practices
- SBD 9 - Certificate of Independent Bid Determination
- CSD - Central Supplier Database Report

6.2 Gate 1 – Mandatory Evaluation

Failure to meet the requirements stated on the table below will result into instant disqualification.

In line with the Government's objectives for the advancement of SMMEs and certain designated groups, mandatory criteria have been introduced for preferential procurement, **please refer PPPFA 2017 Regulation**. This bid is designated for bidders with B-BBEE status level of 1, 2 or 3.

No.	Mandatory Requirement	Document to be submitted as proof of evidence
1.	Microsoft Accreditation. The bidder must be a Microsoft partner.	Signed Accreditation Letter
2.	This bid designated for bidders with a minimum B-BBEE Level Status of 3.	B-BBEE Certificate or Sworn Affidavit

6.3 Gate 2 – Functionality Evaluation

Only bidders that have met mandatory requirements in Gate 1 will be evaluated in Gate 2 for Functionality. In the technical analysis criteria, bidders will need to attain a minimum 70 of out of 100 points to proceed to the next stage, i.e., Price and B-BEE evaluation.

No.	Criteria	Measure of Criteria	Weight
1.	Company Experience - Reference Letters	Bidders must provide valid, signed, contactable 5 reference letters on original client's letterhead not older than 5 years where your company has implemented similar service (ICT Support). The reference letter must include the following: • Name of company • Contact details • Description of service provided. • Duration of contract • Value of contract SDT reserves a right to contact provided references to confirm information provided. Reference letters not on client's original letterhead and does not meet the above requirements will be scored zero.	10
2	Company Experience - Company Profile	Bidder must provide a company profile (minimum 10 pages) which details work experience in similar services. The bidder must clearly state the number of years in providing ICT Support Service or similar service. The bidder must not have less than 3 years of experience. Point Allocation: 6 years and more - 10 points 4 - 5 years - 5 points 3 years - 3 points Less than 3 years - 0 point A company profile that does not specify the number of years of experience will result into a zero score.	10

3	Resource Experience Senior Technician	The Bidder must provide a detailed CV (maximum 3 pages) of a Senior Technician to be dedicated to this project. The CV should cover work experience, education and training. Qualification: A+ Certificate and MCSE (certified copies) Point Allocation: Experience 9 years and above - 15 points 8 years - 7 years - 10 points 6 years - 5 years - 5 points Less than 5 years - 0 point CV not accompanied by qualification will be scored zero.	15
4.	Resource Experience Junior Technician	The Bidder must provide a detailed CV (maximum 3 pages) of a Senior Technician to be dedicated to this project. The CV should cover work experience, education and training. Qualification: A+ Certificate and MCSP (certified copies) Above 5 years - 15 points 5 years - 4 years - 10 points 3 years - 5 points Less than 3 years - 0 point NB: CV not accompanied by qualification will be scored zero.	15
	Resource Experience Project Manager	The Bidder must provide a detailed CV (maximum 3 pages) of a Senior Technician to be dedicated to this project. The CV should cover work experience, education and training. Qualification: Prince 2 OR PMBOK (certified copies) Above 5 years - 15 points 5 years - 4 years - 10 points 3 years - 5 points	15

		Less than 3 years - 0 point NB: CV not accompanied by qualification will be scored zero.	
	Implementation Methodology	The bidder must submit a detailed plan on how the service handover and transition will be implemented in order to minimise operational disruptions. The draft proposal includes statement of work, proposed team members, emergency services, service delivery and management phase and escalation process, training manuals and handover documentation - 25 points The draft includes team members, emergency services, service delivery and management phase and escalation process, - 20 points The draft includes statement of work, service delivery and management, escalation process. - 15 points The proposal includes service delivery and management phase, escalation process - 10 points The draft includes statement of work - 5 points	25
	Service Performance, Measurement and Monitoring	The draft proposal which clearly indicates all the service elements and their performance targets/service level including the penalties in case of default per service element. Clearly drafted SLAs /Performance Targets for helpdesk, desktop support, server administration and network management which meets requirements and indicate penalties. - 10 points Fairly drafted SLAs /Performance Targets for desktop support, server administration and network management which meets requirements and indicate penalties. – 8 points	10

		Poor drafted SLAs /Performance Targets for desktop support, server administration and network management which meets requirements – 5 points Drafted SLAs /Performance Targets which meets requirements. – 3 points 5. No Draft SLAs /Performance Targets - 0 point	
Total			100

Note: Only bidders that score 70 points or more will be further evaluated Pricing and B-BEE.

a. Gate 3 – Price and B-BBEE Evaluation

In the third stage of the evaluation, Tenders that passed the prescribed technical threshold will be evaluated in terms of the 80/20 preference points system under section 2 of the Preferential Procurement Policy Framework Act, 2000, read with the Preferential Procurement Regulations, 2011.

Criterion	Points
Price	80
B-BBEE	20
Total	100

Stage 1 – Price Evaluation

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

Where

P_s = Points scored for price of bid under consideration

P_t = Rand value of bid under consideration

P_{min} = Rand value of lowest acceptable bid

Stage 2 – B-BBEE Evaluation

Criterion	Points
BEE Certificate or Sworn Affidavit and/or submission of SBD 6.1	20

7. Reservation of Rights

SDT reserves a right:

- 7.1 make no award
- 7.2 withdraw, suspend or cancel this RFP or the RFP process at any time and without providing reasons;
- 7.3 not provide reasons for its rejection or the failure of any Bidder or Tender, save on application and in terms of applicable legislation;
- 7.4 change any of its requirements as set out in this RFP by giving Bidders reasonable notice;
- 7.5 mend, vary, or supplement any of the information, terms or requirements contained in this RFP, any information or requirements delivered pursuant to this RFP, or the structure of the RFP process;
- 7.6 provide further information in respect of, and modify the provisions of, this RFP at any time prior to the Closing Date by notice to all prospective Bidders;
- 7.7 conduct site visits and/or perform audits whenever SDT deems it prudent to do so;
- 7.8 undertake further checks on Bidders, which may include information on public record or in the public domain, information contained in internal SDT records or information received from other government institutions;
- 7.9 no longer consider a Bidder's Tender where adverse information about the Bidder or its Tender submission has come to the attention of SDT, provided that such Bidder is informed accordingly and invited to comment;
- 7.10 to award a Tender based on which Bidder is offering the best value for money, even if such Tender is not the lowest priced tender;

8. RFP not Offer

This RFP does not constitute an offer to do business with State Diamond Trader, but merely serves as an invitation to Bidders to facilitate a requirements-based decision process.

Nothing in this RFP or any other communication made between State Diamond Trader (including its officers, directors, employees, advisers and representatives) is a representation that State Diamond Trader will offer, award or enter into a contract with the Bidder.

The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this RFP and all other costs incurred by it throughout the RFP process.

9. Organisation of Bid Response

File 1	Section 1 • Standard Bidding Documents • CSD Report Section 2 • Mandatory Supporting Response • Technical Response • Reference Letters • Company Profile • CV & Qualification of Project Resource • Implementation Methodology
File 2	Section 1 • Pricing Proposal Section 2 • B-BBEE Certificate or Sworn Affidavit