

Finance and Procurement Department

Supply Chain Management

Request for Bids (RFB)

APPOINTMENT OF SERVICE PROVIDER TO SUPPLY, INSTALL AND SUPPORT sefa DATA CENTER INFRASTRUCTURE.

Bid Information

Bid Number	Sefa:59/IT/2021
Bid Submission Date	23/09/2021 @ 11:00 am
Bid Duration	APPOINTMENT OF SERVICE PROVIDER TO SUPPLY, INSTALL AND SUPPORT sefa DATA CENTER INFRASTRUCTURE.
Bid Validity Period from Date of Publication	120 DAYS
Compulsory Site Inspection	N/A
Address for Bid Submission	sefa Head Office Byls Bridge Office Park, Building 14, Block D, Cnr Jean Avenue and Oliventhoutbosch Highveld, Centurion
Bid Contact Person	Sebotse Mokgabudi on (012) 748-9725 sebotsem@sefa.org.za procurement@sefa.org.za
Evaluation Method: Points System	80/20
Required Bidder B-BBEE Level	1-4 EME or QSE
Deadline for Responding to Clarifications for this bid	15/09/2021
28Fraud Hotline to report any wrongful or criminal deception or coercion intended to result in financial or personal gain by any sefa employee or person involved in this bidding process	0800 000 663 (For anonymous reporting)

SPECIAL CONDITIONS AND REQUIREMENTS OF CONTRACT

APPOINTMENT OF SERVICE PROVIDER TO SUPPLY, INSTALL AND SUPPORT sefa DATA CENTER INFRASTRUCTURE.

1. Introduction and Background

- 1.1 Following a Cabinet decision and the State of the Nation address of 2011, the Small Enterprise Finance Agency (SOC) Limited (**sefa**), was established on 01 April 2012 in terms of section 3 (d) of the Industrial Development Corporation Act, No. 22 of 1940 (IDC Act). **sefa** is a wholly-owned subsidiary of the Industrial Development Corporation (IDC) and brings together the activities of the three previous structures (Khula, samaf, and the IDC small business activities).
- 1.2 **sefa** operates as a Development Finance Institution (DFI) to foster the establishment, development, and growth of Small, Micro, and Medium Enterprises (SMMEs) and contributes towards poverty alleviation, job creation, and economic growth. **sefa** provides products and services to qualifying SMMEs as defined in the National Small Business Act of 1996, as amended in 2004, through a hybrid of wholesale and direct lending channels.
- 1.3 **sefa** wishes to partner with a competent and experienced Service Provider for the installation of the server infrastructure, at **sefa** Head Office in Century City and the Disaster Recovery site in Sandton.

2. Bid Submission Requirements

- 2.1. Bids must be submitted in a **sealed envelope and marked** as follows:

ATTENTION: sefa SUPPLY CHAIN MANAGEMENT

Description of the Bid

Bid Number

Name of the Bidder

2.2. General Bid requirements

- a. Bid documents **must** be initialed on every page.
- b. The number of sealed envelopes/files must compose of one (1) **ORIGINAL** and one (1) electronic PDF **copy** of the original bid proposal document on a CD or flash drive.
- c. Submissions of the Bid responses **MUST** be made by depositing the Bid proposal into the Tender Box situated at **sefa** Head Office at the physical address below on or before the closing date as stated on page 1 of this Request for Bid document under Bid Information.
- d. The bidder will bear all expenses associated with the preparation and submission of this bid.

2.3. **sefa Physical Address**

11 Byls Bridge Office Park, Building 14, Block D
Cnr Jean Avenue and Oliventhoutbosch
Highveld, **Centurion**
0157

For more information, please visit the **sefa** website: www.sefa.org.za

2.4. **Bid Responses**

2.4.1. **Bid Format**

2.4.2. Bidders shall submit their bid response in accordance with the requirements as outlined in the Bid Response Template provided in Appendix 1.

2.4.3. Each Section must be clearly marked, and the documents must be bound.

2.4.4. The RFB comprises a number of sections and the bidder's proposal must include all the required information and documentation as outlined in this RFB.

2.4.5. **General Conditions of Contract**

2.4.5.1. Completion of all Standard Bidding Documents (SBD by hand, attached in Annexures A, and adhering to all other requirements as outlined on each form. The following SBD and other forms must be duly completed and signed, and returned as part of the Bid Proposal:

- a. **SBD 1:** Invitation to Bid.
- b. **SBD 4:** Declaration of Interest.
- c. **SBD 6.1:** Preference Points Claim Form.
- d. **SBD 8:** Declaration of Bidder's Past Supply Chain Management Practices.
- e. **SBD 7:** Not required. Refer to Item 7: Service Level Agreement.
- f. **SBD 9:** Certificate of Independent Bid Determination.
- g. **GCC:** General Conditions of Contract (Initial each page)
- h. **SCC:** Special Conditions of Contract
- i. Original and valid **Tax Clearance Certificate(s)** (TCC) or *PIN* issued by SARS.
- j. In bids where Consortium, Joint Ventures, and Sub-Contractors are involved; it is required that each party must submit separate proof of Tax Clearance Certificate(s) or *PIN* issued by SARS
- k. Submission of a certified copy of a **valid B-BBEE certificate** issued through a SANAS Accredited Agency, except for Exempted Micro Enterprises (EMEs) and Qualifying Small Enterprises (QSEs).

These enterprises need to submit B-BBEE **sworn affidavits** as per the requirements of the Department of Trade and Industry (DTI) for qualifying enterprises except those who fall under the Construction Sector Charter Council (CSCC). Other sworn affidavits will not be accepted. The DTI and CSCC affidavit templates are available under Annexure B.

- l. National Treasury **Central Supplier Database (CSD) registration** (attached proof of registration).
- m. Submission of bidder **Companies & Intellectual Property Commission (CIPC) registration documents**, listing all Directors or Shareholders and certified copies of the Identify Documents (ID) of Directors or Shareholders.

2.4.5.2. The successful bidder and its staff shall comply with all the laws of the Republic of South Africa and as it relates to this bid.

2.4.5.3. The bidder staff must be South African citizens and **sefa** reserves the right to validate citizenship.

2.4.5.4. **Pre-Target Requirements**

- a. The Pre-Qualification criteria set is according to the Standard for Implementation of Regulation 8(4) of the Preferential Procurement Policy Framework Act, 2000: Preferential Procurement Regulations 2017 and **sefa's** developmental impact plan to provide support to targeted groups (black-owned, youth, women, disability, rural priority province; and township).
- b. In line with the above commitment, preference will be given to bidders complying with the following:
 - i. Bidders having a stipulated minimum B-BBEE status level contribution from level **1 to level 4** EME or QSE
 - ii. Targeted groups that are black-owned; women and youth.

2.4.6. **Price Proposal**

- a. Bidders are required to complete and sign their pricing proposals.
- b. **NB:** Failure to complete and submit a pricing proposal, will lead to disqualification of the bid.

2.5. **Late Bids**

Bids submitted at the stated bid address, after the closing date & time, shall not be considered under any circumstances.

2.6. Counter Conditions

The bidder's attention is drawn to the fact that amendments to any of the bid conditions or setting of counter conditions by the bidder shall render the bid invalid.

2.7. Bid Distribution

2.7.1. The distribution of this RFB outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFB are advised to familiarise themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither **sefa**, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person or company for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.

2.7.2. Recipients of this RFB document may only distribute it to other parties whom they wish to involve as part of their bidder consortium in submitting a bid.

2.8. Presentations

sefa reserves the right to require that any bidder provides a formal presentation of its bid proposal, at a date and time to be determined by **sefa**. All instructions and clarification regarding the Purpose and Scope of the presentation/demonstration shall be provided by **sefa**. The bidder shall bear all expenses associated with the preparation of such presentations/demonstrations.

2.9. Evaluation Process

Bids shall be evaluated in terms of the process outlined below.

2.9.1. Stage 1: Initial Screening Process & Pre-Target Requirements

During this stage, bid responses will be reviewed for purposes of assessing compliance with the RFB requirements, including the General Conditions of Contract as outlined in this RFB, stated Special Conditions of Contract; and pre-target requirements.

2.9.2. Stage 2: Mandatory Requirements

Bids will be evaluated on Mandatory as outlined in **Annexure C**.

NB: Failure to comply with the requirements in Stage 2 shall lead to disqualification of the bid proposal.

2.9.3. Stage 3: Functional Evaluation and Scoring

- a All bids will be evaluated independently by the evaluation panel members in terms of the defined evaluation criteria for functionality out of 100 points.
- b All bids that score less than **70 out of 100 points** on technical functionality shall not be considered further and shall be regarded as having submitted a non-responsive bid; and shall be disqualified.
- d Bids will be evaluated on Functionality as outlined in **Annexure D**.

NB: Failure to comply with the requirements in Stage 3 shall lead to disqualification of the bid proposal.

2.9.4. Stage 4: Evaluation of Proposal on Applicable Points System

2.9.4.1. In terms of Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and the amended regulations, responsive bids will be adjudicated by the State on the applicable point system.

2.9.4.2. In terms of the **80/20 points system**, points are awarded to bidders based on:

The bid price (maximum 80 points)

The following formula will be used to calculate the points for price:

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

Where

P_s = Points scored for the comparative price of bid under consideration

P_t = Comparative price of bid under consideration

$P_{\min}$ = Comparative price of lowest acceptable bid

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

- 2.9.4.3. The points scored by a bidder in respect of the level of B-BBEE contribution will be added to the points scored for price.
- 2.9.4.4. Only bidders who have completed and signed the declaration part of the preference claim form and who have submitted a B-BBEE status level certificate issued by a SANAS accredited verification agency will be considered for preference points.
- 2.9.4.5. **sefa** may before a bid is adjudicated or at any time, require a bidder to substantiate claims it has made with regard to preference.
- 2.9.4.6. The points scored will be rounded off to the nearest 2 decimals.
- 2.9.4.7. In the event that two or more bids have scored equal total points, the contract will be awarded to the bidder scoring the highest number of preference points for B-BBEE.
- 2.9.4.8. However, when functionality is part of the evaluation process and two or more bidders have scored equal points including equal preference points for B-BBEE, the contract will be awarded to the bidder scoring the highest for functionality.
- 2.9.4.9. Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.
- 2.9.4.10. A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.
- 2.9.4.11. **sefa** reserves the right to enter into negotiations with the preferred bidder.

3. Post Award Conditions

- 3.1. Services will be rendered during working hours from Mondays to Fridays unless otherwise stated in the Scope of Work / Terms of Reference.
- 3.2. Equipment and/or productivity tools brought onto or used on site must comply with the Occupational Health & Safety Act and any regulations promulgated in terms of this Act.
- 3.3. The bidder shall be liable for insuring his/her staff members against any injury or death.
- 3.4. The successful bidder shall submit a monthly statement of all outstanding payments, credit notes issued, and payments made. Such statements shall also contain the order number, the details of the date of the transaction, the invoice number, remittance number, and credit note details.
- 3.5. **sefa** shall not be held responsible in any way for any damages, losses, theft of equipment or any valuables of the successful bidder, or injury of his/her employees whilst on-site or in the execution of their duties.

- 3.6. All procurement related to this service, as outlined in this RFB, shall be conducted by **sefa's** Supply Chain Management department only.

4. Staff Requirements

- 4.1. The successful bidder must ensure the following:
- a. That the staff working under this contract are in good health.
 - b. That they are adequately trained prior to commencement of the contract.
 - c. That replacement staff is available should the need arise. The bidder is obligated to inform **sefa** of any removal and replacement and the replacement of staff can only be done with the formal approval of **sefa**.
 - d. Staff must be dressed appropriately and where required, staff uniform must be in good condition.
 - e. The bidder's staff must be South African citizens and **sefa** reserves the right to validate citizenship.

5. Resource Requirements

The successful bidder must provide the following equipment, if required by the bidder's staff, in the execution of their duties:

- Laptop or similar device.
- Internet connectivity.
- Transportation and/or vehicle (if required) to deliver the service outlined in this bid.
- Cellphone and/or landline.

6. Service Level Agreement

- 6.1. The successful bidder will be required to enter into a Service Level Agreement with **sefa**.
- 6.2. A performance measurement process will form an integral part of the Service Level Agreement to be signed after the successful bidder has been appointed.

7. Supplier Due Diligence

- 7.1. **sefa** reserves the right to conduct bidder due diligence to short-listed bidders prior to final award or at any time during the contract period. This may include site visits if applicable.

8. Bid Cancellation

In the case of the cancellation of this RFB, **sefa** shall endeavour to inform all bidders, through the same medium used for the communication of the RFB

9. Material Changes

- 9.1. Any material changes in the control and/or composition of any bidder or any core member of a bidder after submission of a Bid shall require the prior written approval of **sefa**, and any failure to seek such approval from **sefa** shall result in **sefa** being entitled, in its sole discretion, to exclude the relevant bidder from any further participation in the bid process or to cancel the engagement. This shall be interpreted to include post-appointment and subcontracting of work arising out of this bid to complete certain work.
- 9.2. **sefa** shall be the sole arbiter as to what constitutes a "material change in the control and/or composition of any bidder", and as to what constitutes a "core member of a bidder" for purposes of such approval. Any request for such approval shall be made to **sefa's** Supply Chain Management in writing and shall provide sufficient reasons and information to allow **sefa** to make such a decision. **sefa** reserves the right to accept or reject any such request for approval.

10. Communication

- 10.1. **sefa** may communicate with bidders where clarity is sought after the closing date of the bid and prior to the award of the contract, or to extend the validity period of the bid, if necessary. Such communications will be done via the Supply Chain officials listed as the contact persons for this bid process.
- 10.2. All communication (enquiries/clarifications) relating to this bid shall take place between the bidder and the Supply Chain Management officials listed as the contact persons for this bid process. Such communication shall be done in writing only.
- 10.3. Communication between the closing date and the award of the bid, between the bidder and other **sefa** officials or persons acting in an advisory capacity for the State, in respect of this bid, is prohibited.

11. Contact Details

11.1. Main Contact

Name : Sebotse Mokgabudi

Tel : (012) 748-9725

Email : sebotsem@sefa.org.za/procurement@sefa.org.za

11.2. Alternative Contact

Name : Nthabiseng Mtimkulu

Tel : (012) 717 2568

Email : nthabisengmk@sefa.org.za / procurement@sefa.org.za

NB: Communication outside this platform is **strictly prohibited** and should bidders be found to be in contact with any of **sefa's** staff members on matters relating to this bid, such bidders shall automatically be disqualified from this bid process.

12. SCOPE OF WORK / TERMS OF REFERENCE

The Scope of Work / Term of Reference is attached as Annexure E.

13 ANNEXURES

Annexure A	:	Standard Bidding Documents: SBD1 to SBD9 Forms
Annexure B	:	Sworn Affidavit Templates for EMEs and QSEs
Annexure C	:	Mandatory Requirements
Annexure D	:	Functionality Evaluation Criteria
Annexure E	:	Scope of Work / Terms of Reference
Annexure F	:	Pricing Proposal
Appendix 1	:	Bid Proposal Template

ANNEXURE A

Standard Bidding Documents: SBD1 to SBD9 Forms

Document Name	Template
SBD 1	 SBD 1.pdf
SBD 6.1	 SBD 6 1 2017.pdf
SBD 4	 SCM-Bid documents SBD 4.pc
SBD 8	 SCM-Bid documents SBD 8.pc
SBD 7	Not applicable
SBD 9	 SCM-Bid documents SBD 9.pc
GCC	 GCC

Sworn Affidavits for EMEs and QSEs

Department of Trade and Industry (DTI) Templates



DTI Sworn Affidavit
EME Gen.pdf



New Affidavit-EME-
Amended ICT.pdf



DTI Sworn Affidavit
QSE.pdf

Also available from the DTI:

https://www.thedti.gov.za/economic_empowerment/docs/Affidavit-QSE-Gen.pdf

https://www.thedti.gov.za/economic_empowerment/docs/Affidavit-EME-Gen.pdf

MANDATORY REQUIREMENTS:

NO	MANDATORY REQUIREMENTS	COMPLY/NOT COMPLY
1)	OEM ACCREDITATION	
	The bidder must be accredited to provide services as per the specification for all services rendered. (Hardware and Software). Bidder must attach/ submit as part of this response a letter from the OEM to confirm that the bidder is an accredited supplier. Bidders without a Valid OEM certificate will be disqualified.	
2)	BIDDERS EXPERIENCE	
	The bidder should have a minimum of eight (8) years of experience and shall have successfully implemented as a principal contractor a minimum of five (5) projects of a similar nature. The bidder must provide information in Section 3 of the response and also attach at least five (5) reference letters from clients in support.	
3)	BIDDER'S RESPONSE TIME ON CALL LOGGING	
	The bidder must respond within four (4) hours of logging the call by sefa and repair by Next Business Day. Bidder must provide SLA timelines for responding to OEM and support hours emergency requests. Detailed SLA requirements must be specified in the Functional requirements and Pricing sections.	
4)	SUITABILITY AND COMPATABILITY OF PROPOSED EQUIPMENT / SOLUTION:	
	The proposed equipment must meet the minimum requirements as per the Scope of work and must be compatible with the current server and storage infrastructure. A detailed quotation must be provided as well as architectural designs for the equipment and Backup/DR design.	

ANNEXURE D**FUNCTIONAL EVALUATION CRITERIA****FUNCTIONAL REQUIREMENTS:**

The below scoring scale shall be used to evaluate technical proposals:

Score	Definition
0	Non-responsive
1	Does not meet the requirements
2	Partially meet the requirements
3	Fully meets the requirements
4	Exceeds the requirements
5	Significantly exceeds the requirements

CRITERIA	POINTS ALLOCATION	WEIGHT
EXPERIENCE AND CAPACITY OF THE BIDDERS TEAM: Bidder Technical Resource must have the capacity and a minimum of 5 years experience in installing and configuring server environments. The rating will be done for the least experienced team member for supplying, installing physical servers in a similar project. Three CV's must be provided for the technical team responsible for the installation. The technical team must be certified for the OEM, and certificates must be attached to the bidder's response.	0 = Non responsive or less than 3 years experience 1 = > 3 years experience. 2 = > 4 years experience. 3 = > 5 years experience. 4 = > 7 years experience. 5 = > 10 years experience.	20%

CRITERIA	POINTS ALLOCATION	WEIGHT
PROJECT AND IMPLEMENTATION PLAN: The bidder must provide a detailed project plan for the overall project that includes a comprehensive proposal that provides for installation and migration as per the Scope of work. The project implementation should be completed within three months and prevent downtime during office hours (8h00 – 17h00).	0 = Non responsive 1 = Limited project plan details 2 = Project plan covers basic Scope of Work (SOW) 3 = All areas of Scope of Work covered 4 = Detailed WBS and Scope of Work included 5 = Project manager experience in similar successful implementations provided	20%
CRITERIA	POINTS ALLOCATION	WEIGHT
TECHNICAL PROPOSAL OF THE EQUIPMENT: The equipment and software proposed must be from a reputable OEM and include five (5) years of OEM Support. The proposal must include the minimum requirements as per the Scope of work, including the redeployment of current NetApp Storage for the VEEAM Backup Repository. A detailed architecture of the proposed server and DR design must be provided as per the Scope of Work.	0 = Non responsive 1 = Unclear details of equipment and services as per the Scope of Work 2 = Only basic details and information provided. 3 = All areas of Scope of Work covered in detail, architecture provided 4 = Installation and configuration details provided 5 = All areas of Scope of Work matching requirements and detailed information provided, including Disaster recovery site and VEEAM configuration and NetApp redeployment plan.	40%
CRITERIA	POINTS ALLOCATION	WEIGHT
SUPPORT PROPOSAL: Proactive support and Reactive support are required as per the SOW.	0 = Non responsive 1 = Unclear details of support as per the Scope of Work	20%

Standby costs must also be provided to guarantee technician availability according to SLA. CV of proposed technicians to be provided, as well as certifications relating to the equipment and software proposed.	2 = Only basic details and information provided 3 = Acceptable information as per the Scope of Work 4 = Acceptable SLA times, experienced technicians 5 = .All requirements covered as well as reference to similar support/SLA provided to similar Scope of Work.	
TOTAL:		100 %

Scope of Work / Terms of Reference

1. INTRODUCTION AND BACKGROUND

- 1.1 Following a Cabinet decision and the State of the Nation address of 2011, the Small Enterprise Finance Agency (SOC) Limited (**sefa**), was established on 01 April 2012 in terms of section 3 (d) of the Industrial Development Corporation Act, No. 22 of 1940 (IDC Act). **sefa** is a wholly-owned subsidiary of the Industrial Development Corporation (IDC) and brings together the activities of the three previous structures (Khula, samaf and the IDC small business activities).
- 1.2 **sefa** operates as a Development Finance Institution (DFI) to foster the establishment, development, and growth of Small, Micro, and Medium Enterprises (SMMEs) and contributes towards poverty alleviation, job creation, and economic growth. **sefa** provides products and services to qualifying SMMEs as defined in the National Small Business Act of 1996, as amended in 2004, through a hybrid of wholesale and direct lending channels.

2. SCOPE OF WORK

The table below shows the required equipment and services.

PRODUCT AND SERVICE DESCRIPTION
EQUIPMENT
HEAD OFFICE: 3 X DL360 Servers – 2 X 2.1Ghz 16 Core CPU, 512Gb Ram, 2 X 240Gb SSD Drives. 2 X Brocade 3600B SAN Switches – 8 X 16Gb FC ports Active per switch. 1 X MSA 2062 Storage – 50TB minimum usable storage capacity.
SANDTON DR SITE: 1 X DL360 Servers 2 X 2.1Ghz 16 Core CPU, 512Gb Ram, 2 X 240Gb SSD Drives 6 X 2.4TB SAS Drives minimum storage.
VEEAM Availability Suite
VEEAM Availability Suite Installation and Configuration (40 Virtual Servers) Redeployment of current NetApp Storage for VEEAM Backup Repository at Head Office as well as DR site. The current production NetApp of 40TB must be reconfigured as part of the services rendered as a local backup storage with the DR site as secondary backup.
Support
Five (5) years of OEM Support must be included for the Hardware as well as the VEEAM Software.

Installation and configuration services required
Comprehensive Installation and Migration to be included. Hyper-V Installation and VM Migration (40 Virtual Servers) OneView Installation and Configuration Basic handover to sefa infrastructure team Project Management for Solution Implementation for the duration of the project
After-sales support and assistance for one year
Proactive support Monthly infrastructure check and reporting on the health of the environment to sefa, including available storage and utilization of CPU, system memory, network and disk space. Reporting must also include backup environment status and history as well as a capacity planning information. Potential problems and recommendations should be highlighted in the report. Reactive support 100 hours support separate from the Proactive support Includes support with DR tests if requested Standby costs To guarantee technician availability according to SLA. Provide information different SLA options and pricing.

3. Service Level Agreement (SLA)

The successful bidder will be required to enter into a Service Level Agreement with **sefa**. A performance measurement process will form an integral part of the Service Level Agreement to be signed after the successful bidder has been appointed. The SLA response times will be aligned to the *BIDDER'S RESPONSE TIME ON CALL LOGGING* times in ANNEXURE C and *Standby costs* that **sefa** selects from the bidders response in APPENDIX 1 Section 4 of the Pricing schedule.

4. Project Timelines

The appointed bidder will be required to start immediately after signing the Project Implementation contract. After completion of Project Implementation, a maintenance and services agreement will be entered into for the remainder of the warranty period, subject to an annual review of the bidder's performance.

5. Bid Proposal Format

All bidders must return their proposals categorised and indexed under the following sections:

Section 1: Legislative Requirements

The bidder must supply the required documentation as outlined in this Request for the Bid document.

Section 2: Mandatory and Functionality Requirements

The bidder must provide the information set out on mandatory and functionality requirements stated in the bid document.

Section 3: Experience & References

The bidder must attach a copy of the company's profile, clearly outlining the number of years in cleaning service with a clear indication of experience in the industry. The bidder must complete Table (a) Annexure D outlining the experience and previous and current reference.

Reference letters, as outline in the evaluation criteria, must be submitted as part of this Section.

Section 3: Pricing Proposal

The bidder must submit a pricing proposal as outlined in Annexure F.

Section 4: Additional Information

Any additional information pertinent to the proposal can be attached under this Section.

5.1. Bid Proposal Template

- A template has been developed to assist both the bidder and the evaluation committee and is outlined in Appendix 1.
- An electronic editable copy of the Bid Proposal Template will be available on the **sefa** website: <http://www.sefa.org.za/publications/tenders>

APPENDIX 1
BID PROPOSAL

COVER PAGE

APPOINTMENT OF SERVICE PROVIDER TO SUPPLY, INSTALL AND SUPPORT sefa DATA CENTER INFRASTRUCTURE.

Bid Number	
Company name	
Contact Person	
Telephone Number	
e-mail address	

Section 1: Legislative Requirements

Attach all required documentation behind this Section.

Section 2: Mandatory & Functionality Requirements

Section 3: Experience

Note to the Bidder: The Bidder must complete the information set out below in response to the requirements stated in the bid document. If the bidder requires more space than is provided below it must prepare a document in substantially the same format setting out all the information referred to below and return it with this Returnable Schedule.

The bidder must provide the following information:

Table (a) Details of the bidder's experience in the service categories the bidder they are bidding for (please refer to Annexure C of the Special Condition of Contract):

Client' Name	Transaction Description	Transaction Value	Project period		Description of service performed and extent of bidder's responsibilities	Name, title, and telephone contact of client
			Start Date	End Date		

Section 4: Pricing Proposals (Refer to Annexure F)

Pricing Schedule

1. Please indicate your total bid price here: R.....
(VAT Incl.).
2. **NOTES: All prices must be VAT Inclusive and must be quoted in South African Rand (ZAR).**
3. Are the rates quoted firm for the full period of the contract? Yes/No.
4. All additional costs associated with the bidder's offer must be clearly specified and included in the Total Bid Price.

Detailed pricing must be provided and include line item specifications in the following groupings:

Description	Total VAT Incl.
Servers	
Storage	
SAN Switch	
VEEAM Availability Suite	
Installation and Configuration services	
Proactive support Monthly infrastructure check and reporting on the health of the environment to sefa	
Reactive support 100 hours support separate from the Proactive support	
Standby costs Provide pricing on different response times available as well as additional SLA cost information 1 Hour 2 Hours 3 Hours 4 Hours	
Total:	

Section 5: Additional Information

Any additional information that is considered pertinent to the proposal can be attached under this Section.

SUPPORTED / RECOMMENDED BY:

Name	Designation	Signature	Date
Wendy Rakitla	Head: SCM		
Deon Vermeulen	Head: Information Technology		

APPROVAL BY:

Name	Designation	Signature	Date
Mxolisi Matshamba	Chief Executive Officer		