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SPECIFICATION FOR GOODS AND SERVICE

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Goods to be delivered at Treasury House, 145 Chief Albert Luthuli Street, Pietermaritzburg 3200. First floor.

The IT unit within KZN Treasury requires:

Supply of Administration, maintenance and support service for the existing OpenText ECM solution for the KZN Provincial Treasury (KZNPT)" for a period of six (6) months.

1. PURPOSE AND BACKGROUND

1.1 PURPOSE

The purpose of this RFQ is to invite Suppliers (hereinafter referred to as "bidders") to submit quotations for the "Supply of Administration, maintenance and support service for the existing OpenText ECM solution for the KZN Provincial Treasury (KZNPT)" for a period of six (6) months.

1.2 BACKGROUND

The KwaZulu-Natal Treasury has implemented OpenText as its ECM solution in 2009. The department expanded its solution footprint in 2011/12. SITA KZN has facilitated support and maintenance agreements for the department ever since.

2. SCOPE OF BID

2.1 SCOPE OF WORK

- (1) The scope is tailored to suit the Department's specific requirements and excludes components of SITA's own functional application support service, such as business advisory services and operational data management, as well as other SITA catalogue services, such as project management. The scope of work by the bidders is thus –
 - (a) Provision of solution support for the department's OpenText ECM solution (Three hundred users) for a period of six months in accordance with subsection 2.3 (Support and Maintenance and Platform and solution specifications).
 - (b) Provision of support for the following existing ECM components:
 - (i) Email archiving;
 - (ii) Document and records management across all directorates;



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- (iii) Centralised electronic registry as implemented to support the department's existing file plan; and
 - (iv) Interface between the OpenText ECM and the K2 BPM solution.
- (c) Provision of *ad-hoc* enhancements capped at eighty hours, available for use during the six month period of the contract. The scope for the *ad-hoc* work to be specified according to identified business needs, and only actual time spent will be billed and recovered.
- (d) Provision of user training and skills transfer to departmental personnel, where required, for the solution.
- (2) The scope of work excludes the following –
 - (a) Support for modules additional-to-baseline. It should be noted that, where additional processes, modules or sub-systems are developed and implemented by means of independent (or independently contracted) projects during this support and maintenance period, the Supplier cannot be expected to automatically take on the support and maintenance for such additions to the baseline.
 - (b) Network administration.
 - (c) Administration of Back-ups and off-site storage.
 - (d) Database or table reorganisation.
 - (e) OpenText licence renewal/software assurance/annual maintenance/procurement.
 - (f) KZN Supplier Database and any related content and workflow processes where applicable.
 - (g) K2 BlackPearl BPM Solution.

2.2 PROJECT AND SERVICES REQUIREMENTS

Within the high-level scope of work , the service provider will provide monthly support for the KZNPT ECM solution, inclusive of the following (which, in turn, may require collaboration/co-operation of SITA personnel for certain tasks and activities – e.g.: Server Administrator, Database Administrator – as applicable within existing ISD SLAs):

- (3) Support and Maintenance:
 - (a) Provision of first line telephonic support for the OpenText ECM platform during normal business hours, with a response time per incident as defined in the response times table (below).
 - (b) Provision of second and third line support for the OpenText ECM platform during normal business hours, with a response time per incident as defined in the response times table (below).
 - (c) This includes ad-hoc development activities where required, to a maximum of eighty hours.



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- (d) Provision of a call desk for logging and managing of calls.
- (e) Administration of the OpenText server, consisting of the following weekly and monthly tasks:
 - i) Verifying search administration tasks;
 - ii) Performance tuning;
 - iii) Reviewing log files;
 - iv) System configuration maintenance;
 - v) Database verification;
 - vi) Communication with knowledge managers for user adoption; and
 - vii) Creation of news channels (broadcasting system messages).
- (f) Administration of the web server.
- (g) Management of OpenText patches as per EULA.
- (h) Logging of support calls with OpenText (where required) and implementation of bug fixes.

(4) Deliverables:

Table 4 outlines the service deliverables expected of the different lines of support:

Table 1 – Service deliverables

Resources / Services	Deliverables
1 st line support	Response to support calls
2 nd line support	Daily/weekly/monthly checks, Proactive patch management and updates
3 rd line support	Bug fix, test patches and updates, monthly & annual “housekeeping” (administration), ad-hoc development, OpenText Support escalation.

(1) Response Times:

Response times are associated with the severity of a problem at the time a call is logged. The applicable severity levels are from “1” – “5”, in descending order, with “1” being most critical. Table 5 indicates the response times required:

Table 2 – Response times

Severity Level	Response Time	Hours
1 (High ++)	45 minutes	Business hours; After hours.



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2 (High +)	1 hour	Business hours; After hours.
3 (High)	3 hours	Business hours
4 (Medium)	4 hours	Business hours
5 (Low)	8 hours	Business hours

- (a) Level 1 – a problem that prevents all users, enterprise wide, from being able to use the service of the application or prevents a user accessing critical business information normally provided by the service.
- (b) Level 2 – a problem that prevents a specific group of users from being able to use the service of the application or prevents a user accessing important business information normally provided by the service.
- (c) Level 3 – a problem that prevents an individual user from being able to access information that is not critical or important.
- (d) Level 4 – a problem that does not impact access to- or use of the system as a whole, but where certain functionality is not available.
- (e) Level 5 – a change request requiring altered or additional functionality. This is typically considered to be development work and the response will be provided as statement of work (SOW) or a specification that scopes the requirement in terms of effort and cost and will only commence once authorisation has been received from KZNPT through the SLA channel/s. Such work will be undertaken in terms of the eighty hours available for ad-hoc development.

2.1 TECHNICAL MANDATORY REQUIREMENTS

TECHNICAL MANDATORY REQUIREMENTS	Substantiating evidence of compliance <i>(used to evaluate bid)</i>	Evidence reference <i>(to be completed by bidder)</i>
BIDDER CERTIFICATION / AFFILIATION REQUIREMENTS The bidder must be a registered OpenText partner.	Provide a copy of a OpenText (SA) partnership certificate: (a) Open Text Support or (b) Open Text Professional Services	



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TECHNICAL MANDATORY REQUIREMENTS	Substantiating evidence of compliance <i>(used to evaluate bid)</i>	Evidence reference <i>(to be completed by bidder)</i>

Name
Content Server API Core
Secure Enterprise Architecture Support Module
Appearances
OpenText Attribute Extensions
Content Server Auto Configuration
Content Server Best Bets Search Results
Content Server Channels
Content Server Collections
Content Server File Compression
Content Server Common Utilities
Content Server Directory Services
Content Server Discussions
Distributed Agent
Enterprise Scan - Webinterface
Content Server Workspaces
Content Server Extractor
Content Server Item Template
Content Server Java Module
Metadata
Multi-File Output
OpenText Enterprise Connect



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Name
Nickname
Content Server Natural Language Query
Content Server Admin Server
OpenText Directory Services Integration
Email Services
Content Server Polling
Content Server Projects
Content Server Project Template
Personal Staging
Content Server Recommender
OpenText Recycle Bin
Content Server LiveReports
Content Server Search Statistics
Content Web Services
Content Server Storage Provider
Content Server Tasks
Content Server Text Editing
Content Server Themes Module
Content Server Document Undelete
Content Server Web Administration
Content Server Attributes
Content Server Module Configuration
Content Server WebDAV
Content Server Directory Walker
Content Server Document Management
Content Server Document Management Templates
Content Server Web Edit
Content Server Help System
Content Server Hit Highlighting
Content Server Node Types
Content Server Notification
Content Server Index
Content Server Prospectors



KWAZULU-NATAL PROVINCE
TREASURY
REPUBLIC OF SOUTH AFRICA

DIRECTORATE: IT MANAGEMENT UNIT

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Name
Content Server Search Broker
System Object Volume Management
Content Server System Objects
Content Server Users and Groups
Content Server Java Workflow Painter
Content Server Workflow
Content Server XML Activator
Content Server XML Search

Enquiries:

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