



REQUEST FOR QUOTATION (RFQ)

The South African Qualifications Authority (SAQA) invites Service Providers to submit Quotation for requirements stipulated below:

DOCUMENT NUMBER:	SAQA RFQ to procure VMWare professional services
RFB ISSUE DATE:	23 November 2022
RFB CLOSING DATE AND TIME:	28 November 2022 @11h00
RFQ VALIDITY PERIOD	90 Days (from RFQ closing date)
DESCRIPTION:	Procurement of VMWare professional services with code: 485 x SVC-CR-10 See Annexure attached.
RESPONSES TO THIS RFQ SHOULD BE FORWARDED TO:	rfq@saqa.co.za
ENQUIRIES	maila@saqa.co.za Contact person: Lesedi Maila Contact number: 012 431 - 5158

South African Qualifications Authority (SAQA RFQ)

A. Introduction

The South African Qualifications Authority (SAQA) is mandated by statute to oversee the further development and implementation of the National Qualifications Framework, ensuring quality qualifications, which lead to the full development of each learner and the social and economic development of the nation at large.

B. Purpose

SAQA intends to appoint a service provider for the Procurement of VMWare professional services.

C. Specifications / Scope of Work/ terms of reference/ description of goods or services required.

Procurement of VMWare professional services with code:

485 x SVC-CR-10

D. Quantity/ Quality / Delivery period

The services must be delivered over five (5) weeks.

E. Evaluation Criteria

The RFQ will be evaluated in four (3) stages:

Stage 1: Administrative compliance checks

Stage 2: Screening of mandatory requirements

Stage 3: Price and B-BBEE (8/20 principle)

STAGE 1: Administrative compliance checks

1.1.1.1. Bids will be screened to ensure compliance with all administrative requirements.

1.1.1.2. Bidders must ensure that they complete and sign all bid documents and that they attach all required documents, including the Central Supplier Database details and information required by the RFQ.

1.1.1.3. Bids that do not comply with administrative compliance may be disqualified by SAQA

STAGE 2: Screening of mandatory requirements

For a bidder to qualify to be evaluated for Price and B-BBEE, a bidder must not have been disqualified on compliance with the following mandatory requirement:

- a. **A bidder must submit the VMWare accreditation as a mandatory requirement, failure will result in disqualification.**



STAGE 3: Price and B-BBEE Evaluations

All bidders that have passed the mandatory requirements will be evaluated on 80/20 principle.

RFQ Special Conditions

1. Bidders must state their National Treasury (CSD) Central Supplier Database's Supplier Number or Unique number and Tax Pin in their bids to enable SAQA to confirm suppliers' tax status.
2. Bidders are required to submit an original or certified copy of the B-BBEE certificate or Sworn Affidavit as per the B-BBEE Act. The SANAS Logo should be visible on the B-BBEE Certificate.
3. Bidders must complete, sign, and submit SBD 4 and SBD 6.1 forms.
4. The proposal and required documents must be submitted using the PDF format only, through email to rfq@saqa.co.za.

5. PROTECTION OF PERSONAL INFORMATION

- 6.1 In this clause, the words "personal information", "processing" and "responsible party" have the meanings ascribed to them in the Protection of Personal Information Act, 2013 (Act No.4 of 2013).
- 6.2 SAQA will comply with the Protection of Personal Information Act, 2013 (Act No.4 of 2013, (POPIA) by lawfully processing personal information submitted by bidders in accordance with the conditions of lawful processing as set out in POPIA.
- 6.3 All bidders must comply with their obligations as set out in POPIA for which they are a Responsible Party before sharing any information with SAQA.
- 6.4 SAQA will not be held liable for any non-compliance with the provisions of POPIA or unlawful processing or sharing of information by a bidder.



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 interest¹ 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 proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

¹ 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.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

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 consortium² 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

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

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.

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 2017

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

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

1.2

- a) The value of this bid is estimated to not exceed R50 000 000 (all applicable taxes included) and therefore the80/20..... preference point system shall be applicable;

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	
B-BBEE STATUS LEVEL OF CONTRIBUTOR	
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

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

2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in

terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;

- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad- Based Black Economic Empowerment Act;
- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
 - 1) B-BBEE Status level certificate issued by an authorized body or person;
 - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
 - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

80/20

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

Where

- P_s = Points scored for price of bid under consideration
 P_t = Price of bid under consideration
 P_{min} = Price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

- 4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

5. BID DECLARATION

- 5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

- 6.1 B-BBEE Status Level of Contributor: . =(maximum of 20 points)
 (Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.)

7. SUB-CONTRACTING

- 7.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES	☐	NO	☐
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- 7.1.1 If yes, indicate:

- What percentage of the... contract will be subcontracted %
- The name of the sub-contractor.....
- The B-BBEE status level of the sub-contractor.....
- Whether the sub-contractor is an EME or QSE
(Tick applicable box)

YES		NO	
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- v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations, 2017:

Designated Group: An EME or QSE which is at least 51% owned by:	EME √	QSE √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name of company/firm:.....

8.2 VAT registration number:.....

8.3 Company registration number:.....

8.4 TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
☐ One person business/sole propriety
☐ Close corporation
☐ Company
☐ (Pty) Limited [TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

8.6 COMPANY CLASSIFICATION

- ☐ Manufacturer
☐ Supplier
☐ Professional service provider
☐ Other service providers, e.g. transporter, etc.
 [TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm,

certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we 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 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
 - (a) disqualify the person from the bidding process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result 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 favourable arrangements due to such cancellation;
 - (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury 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.

WITNESSES

1.

2.

.....
SIGNATURE(S) OF BIDDERS(S)

DATE:

ADDRESS

.....

.....

1 Overview

VMware will provide the following Consulting Services:

- Assess vSphere health
- Upgrade vSphere

The following are the high-level activities included in this project:

- Execute: Assess – Perform assessment within the Customer environment.
- Execute: Design – Solution design through a series of workshops and consultation.
- Execute: Implement – Deployment and verification of the solution.
- Execute: Knowledge Transfer – Knowledge transfer of the design, deployment, and operations procedures.

This project requires the following VMware On-Premises, VMware SaaS and third-party products, with vendor-supported versions as agreed to by VMware and Customer at project kickoff, but limited to those that are in general availability (GA) on the date of SOW signing:

- Upgrade vSphere 6.x or 7.x to vSphere 8.0.x
- VMware vSphere® 6.x

2 Project Scope

The scope of the service includes the following:

2.1 Assess vSphere health

Review of Customer VMware vSphere® environment (VMware ESXi™ hosts, and VMware vCenter Server® infrastructure) to assess conformance with VMware best practices.

Specification	Parameters	Description and Backlog items
Architectural Design Review		
Architectural design Review	One (1)	Architectural design review workshop.
Health Check Analysis		
Customer environment interviews	Up to One (1)	Customer environment interviews.
HealthAnalyzer deployments	One (1)	HealthAnalyzer deployments performed.
vSphere clusters	None	vSphere clusters to be analyzed.
vCenter servers	One (1)	vCenter servers to be analyzed.
ESXi hosts	Up to sixty-four (64)	ESXi hosts to be analyzed. N.B: Customer has just three (3) ESXi hosts for analysis.
Health check reports	One (1)	Health check reports to create.

2.2 Upgrade vSphere

This module includes performing an analysis of the environment, creating an implementation plan for the upgrade of the environment, and performing upgrades for the environment as defined in the scope.

Specification	Parameters	Description and Backlog items
Environmental Gap Analysis		

Gap analysis for environment	Up to one (1)	Gap analysis for the existing environment.
Implementation Plan		
Implementation plan	Up to one (1)	Implementation plan for the upgrade.
Environment Upgrades		
vCenter Server 6.0.x or vCenter Server 6.5.x upgrades	Up to one (1)	Upgrades from vSphere 6.0.x or vSphere 6.5.x to vCenter 8.x performed.
ESXi 6.0.x or 6.5.x host upgrades	Up to three (3)	VMware ESXi host upgrades from version 6.0.x or 6.5.x to version 8.x. This requires an interim upgrade to occur to a supported version prior to the ESXi 8.x upgrade.
VMware Tools upgrades	Up to fifty (50)	VMware Tools upgrades.
Virtual machine hardware upgrades	Up to fifty (50)	Virtual machine hardware upgrades.
Virtual Machine File System (VMFS) volume upgrades	Up to one (1)	VMFS volume upgrades.

2.3 Out of Scope

The following are the out-of-scope items for this project:

General

- Installation and configuration of custom or third-party applications and operating systems on deployed virtual machines.
- Operating system administration including the operating system itself or any operating system features or components.
- Management of change to virtual machines, operating systems, custom or third-party applications, databases, and administration of general network changes within Customer control.
- Remediation work associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials, or information supplied by Customer.
- Installation or configuration of VMware products not included in the scope of this document.
- Installation and configuration of third-party software or other technical services that are not applicable to VMware components.
- Configuration of VMware products used for the service other than those implemented for the mutually agreed to use cases.
- Customer solution training other than the defined knowledge transfer session.

Assess vSphere health

- Remediation of virtual infrastructure issues, whether discovered in the health check or otherwise, is out of scope.

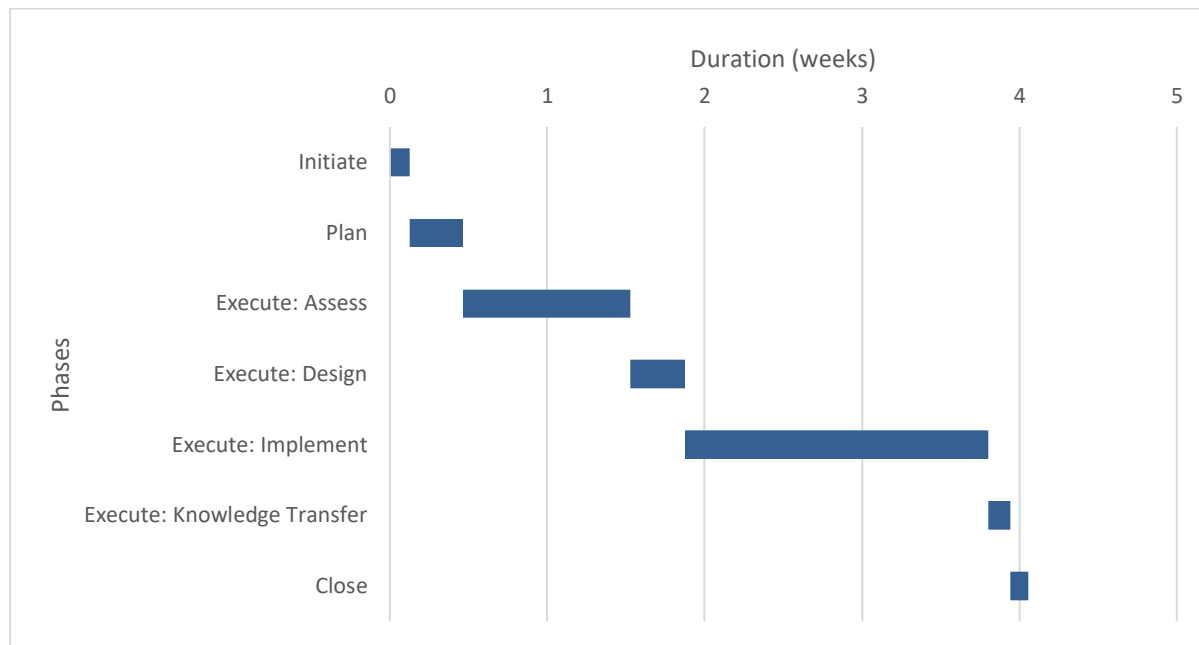
Upgrade vSphere

- Backups of the appropriate servers (vCenter Server, the Platform Services Controller, ESXi hosts, VMs, and the like) prior to commencing upgrades.
- Implementation of new features as a part of the upgrade.
- Identification and/or upgrade of third-party components (automation, virtual desktop infrastructure, backup software, or the like) for the environment.

2.4 Estimated Schedule

The project defined in this SOW is estimated to be for a duration of up to five (5) weeks. VMware consulting services will operate according to a schedule agreed to by both parties. The consulting services are performed during normal business hours and workdays (weekdays and non-holidays).

The following is an estimated outline of the duration of each phase in the project. Customer acknowledges that the estimated duration is indicative only and that VMware will not incur any penalty or forfeit any entitlement to payment, fees, or related expenses if the consulting services are not provided in accordance with the estimated duration.



3 Project Activities

3.1 Phase 1: Initiate

The VMware Project Manager hosts one (1) project initiation call with key Customer and VMware stakeholders. Topics to be discussed include the following:

- Project business drivers, scope, and objectives.
- Project deadlines, estimated timelines, scheduling, and logistics.
- Identification of key Customer team members with whom VMware will work to perform the tasks defined in this SOW.
- Participating team members are confirmed and contact details are exchanged to schedule the project kickoff meeting.

Deliverables

- One (1) project initiation call

3.2 Phase 2: Plan

VMware leads one (1) project kickoff meeting with Customer project sponsors and stakeholders to review expectations about the purpose of the engagement, the delivery approach, and estimated timelines. The following are the objectives of the meeting:

- Introducing the VMware team, roles, and responsibilities.
- Describing the project goals, phases, and key dates.
- Agreeing on communication, reporting process, and creating a communications plan.
- Validating the project expectations and clarifying roles and responsibilities.
- Confirming prerequisites are met as detailed in the solution checklist for specified solutions.
- Presenting the solution overview for specified solutions including expected project results and deliverables.

The VMware Project Manager and the Customer Project Manager collaborate to develop the project plan.

Deliverables

- Communications plan
- One (1) project kickoff meeting
- Project Plan
- Solution checklist
- Solution overview presentation

3.3 Phase 3: Execute

The key activities for this phase are organized in the following sub-phases:

- Assess
- Design
- Implement
- Knowledge Transfer

3.3.1 Execute: Assess

VMware leads the Customer project team in a series of workshops and data collection activities to collect Customer-specific data and determine gaps between the current state and target state. VMware does the following:

- Conducts up to twenty (20) hours of assessment workshops.
- Presents a summary of the findings detailed in the summary report.
- Carries out an assessment of the current Customer VMware software configuration against VMware best practice which is documented in the summary report.

Deliverables

- Summary presentation
- Summary report
- Up to twenty (20) hours of assessment workshops

3.3.2 Execute: Design

VMware leads the Customer project team in a series of workshops to develop a design. VMware does the following:

- Conducts up to ten (10) hours of design workshops.
- Develop an implementation plan that would transition the environment to the desired state.

Deliverables

- Implementation Plan

3.3.3 Execute: Implement

VMware implements the solution according to the VMware solution specification. VMware does the following:

- Verifies the implementation and documents results in the verification workbooks for the specified solutions.

Deliverables

- Solution verification workbook

3.3.4 Execute: Knowledge Transfer

VMware conducts knowledge transfer sessions covering the design, implementation, and operational considerations relating to the scope of this project. VMware does the following:

- Conducts up to four (4) hours of knowledge transfer sessions for appropriate Customer representatives.

Note: For the avoidance of doubt, the Knowledge transfers herein do not comprise VMware product training or certification courses as offered by the VMware Education unit - (<http://mylearn.vmware.com/mgrreg/index.cfm>).

Deliverables

- Knowledge transfer workshop presentation
- Up to four (4) hours of knowledge transfer sessions

3.4 Phase 4: Close

The VMware Project Manager conducts one (1) closure meeting with Customer covering project status, next steps, and how to engage further with VMware.

Deliverables

- Engagement summary presentation
- One (1) closure meeting

4 Service Checklist

Customer is responsible for executing all items discussed in the Service Checklist prior to arrival of VMware consultants on site.

4.1 Recommended Project Team

The participation of the following Customer stakeholders (where roles and availability of such individuals exist) is required for the Service to be performed:

- Enterprise Architect
- Infrastructure Architect
- VMware operations team leads
- Backup/Recovery team leads
- Storage team leads
- Change Manager
- Application operations leads

4.2 Prerequisites

The following prerequisites are required to enable VMware to perform this Service:

VMware Virtualization Health Check

- Number of vCenter Server instances. Defined minimum: 1

vSphere Upgrade Service

- vCenter Server version. Defined minimum: 6.7.x or 7.0.x (for direct upgrade to 8.x)
- ESXi version. Defined minimum: 6.7.x or 7.0.x (for direct upgrade to 8.x)
- Hardware must be verified against the VMware compatibility guide.
- Product compatibility matrix must be validated for software.
- Number and length of outage windows required. Defined minimum: 2 windows, 8 hours or more in length
- VMware Cloud Services Subscription. Defined minimum: vSphere+ Subscription required if activating vSphere+

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