



in the footprints ...

NELSON MANDELA MUSEUM

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APPOINTMENT OF A SERVICE PROVIDER TO RENDER ICT SERVICES OF A HOSTED EXCHANGE EMAIL SERVICE FOR THE NELSON MANDELA MUSEUM FOR A PERIOD OF THREE (3) YEARS

NMM-2022-02

TERMS OF REFERENCE

1. BACKGROUND

The Nelson Mandela Museum (NMM) is a not for profit institution established by the government of South Africa as an agency of the National Department of Sports, Arts and Culture. It was established as part of a portfolio of legacy projects that seek to transform the heritage landscape from our apartheid past. At the same time, it is a resource for promoting economic development through tourism in an impoverished region of the country. The museum primarily houses collections of gifts to the nation given by Nelson Mandela to the museum to share his legacy with the nation.

The mandate of the Nelson Mandela Museum is to preserve and promote the legacy of Nelson Mandela and one of its main strategic goals is to improve the museum's public profile and access. This mandate is executed through the museum's two main facilities, the Qunu Youth and Heritage Centre, and the Bhunga Building in Mthatha CBD. The Bhunga Building doubles as the administrative office of the museum.

Mail hosting services

2. PURPOSE

The Nelson Mandela Museum (NMM) invites proposals from accredited service providers whom are suitably qualified, professional, experienced and competent to render ICT services of a hosted exchange email service for a period of 3 years (36 months). The copies of the emails should reside within the borders of the Republic of South Africa

The purpose of the request for proposals is to solicit proposals from bidders (s) for the appointment of a service provider to render ICT services of a hosted exchange email service for the Nelson Mandela Museum. This document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the NMM, for the above mentioned project. The appointed service provider is expected to provide the NMM with a hosted exchange email service that is consistent and reliable while maintaining a high level of satisfaction.

3. SCOPE OF THE SERVICE REQUIRED

The scope of work to be undertaken by the Service Provider upon appointment will include the following items:

A total of 52 professional mailboxes to be broken into 2 streams, all managed on one (1) management centre

Stream 1 with 29 premium mailboxes

- 10GB Each Mailbox
- Web and Mobile access to email
- Collaboration of tasks

- Share calendars
- Public and private folders
- Meeting planner
- Live/real-time meetings with video and audio options
- Recording and storing meeting recordings
- Task lists etc.
- Premium email filtering
- Deleted items retention 30 days
- Business Continuity
- Mobility (POP/IMAP/MAPI/ActiveSync)
- Built-in Encryption
- Optional increase of capacity
- Partitioning of Storage as required
- Initial transfer of Data
- Facility to test Backup & Restore of Data

Stream 2 with 23 professional mailboxes

- 10GB Mailbox
- Web and Mobile access to email
- Collaboration of tasks
 - Share calendars
 - Public and private folders
 - Meeting planner
- Premium email filtering
- Deleted items retention 30 days
- Business Continuity
- Mobility (POP/IMAP/MAPI/ActiveSync)
- Built-in Encryption
- Optional increase of capacity

- Partitioning of Storage as required
- Initial transfer of Data
- Facility to test Backup & Restore of Data

4. TERMS AND CONDITIONS

- All costs and expenses incurred by the potential service providers relating to their project proposal will be borne by each respective service provider. NMM is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.
- NMM reserves the right to request new or additional information regarding each bidder and any individual or other persons associated with its proposal.
- NMM may require responsive bidders to present and discuss their proposals in person.
- NMM reserves the right not to make any appointment from the proposals submitted.
- Bidders shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of NMM.
- Bidders are required to declare any conflict of interest they may have in the transaction for which the bid is submitted or any potential conflict of interest. It is important that bidders declare their conflict of interest through completion of relevant attached forms.

- NMM reserves the right not to consider further any bid where such a conflict of interest exists or where such potential conflict of interest may arise.
- Any and all project proposals shall become the property of NMM and shall not be returned.
- The bid offers and proposals should be valid and open for acceptance by NMM for a period of 120 days from the date of submission.
- NMM reserves the right not to award the bid to the bidder that scores the highest points. Disputes that may arise between NMM and a bidder must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.
- In addition to adherence to the specific terms and conditions of proposals, provided in this document, the bidder shall be bound by the provisions of the General Conditions of Contract, an original signed copy of which must be submitted together with all other bid documentation.
- All returnable bid documents must be completed in full and submitted together with the bidder's proposal. Should the returnable documents not be completed, the bid will not be considered any further.
- The successful bidder will be subject to supplier clearance process as prescribed by the National Treasury. This process includes, verification of supplier and its shareholders/directors/members' status on the list of defaulters and restricted suppliers.

- After the successful service provider has received the appointment letter, they must be able to deliver in full compliance with South African approved standards and in compliance to the specifications provided.
- No tender shall be awarded to a bidder whose name (or any of its directors or partners or associates and/or attorneys) appears on the Register of Defaulters kept by the Treasury, or who have been placed on the National Treasury's List of Restricted Supplies. The NMM reserves the right to withdraw an award or cancel the Service Level Agreement concluded with the bidder should it be established, at any time, that a bidder has been blacklisted with the National Treasury by any Government Institution
- No tender shall be awarded to a bidder whose tax affairs are not in order. NMM reserves the right to withdraw an award made, or cancel the Service Level Agreement concluded with the successful bidder(s) should it be established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to the NMM

5. ACCOUNTABILITY

The service provider will be accountable to and under the direction of the CEO of the NMM in the performance of the assignment duties.

6. PRICING INSTRUCTION

- The appointment of a service provider to render ICT services of a hosted exchange service must be rendered as per the requirements of the NMM, and it must be invoiced on completion;
- The bid and the total price for the appointment of a service provider to render ICT services of a hosted exchange email service may not be exceeded;

- Amounts due to the Service Provider shall be paid by the NMM within thirty (30) days of receipt of the invoice.
- The NMM reserves the right by giving written notice to the service provider to stop the works' progress at any time. Should the client exercise this right, the NMM will pay the service provider for work done and expenses incurred only up to the time that the notice was given.

7. RETURNABLE DOCUMENTS

Service providers are required to submit all the returnable documents together with their proposal. ***Failure to provide all the Compulsory Returnable Documents at the closing date and time of this RFP will result in a respondent's disqualification. Respondents are therefore urged to ensure that all these Documents are returned with their Proposals. Failure to submit the Supporting documents for functionality scoring will result in a scoring of zero.***

7.1 Compulsory Returnable Documents

- Duly signed & completed **SBD 1** Invitation to BID
- **SBD 2** Tax Clearance Requirements
- Duly signed & completed **SBD 3** Pricing Schedule
- Duly signed & completed **SBD 4** Declaration of Interests form.
- Duly signed & completed **SBD 6.1** Preference points claim form (valid BBBEE certificate must be submitted together with this completed document).
- Duly signed & completed **SBD 7.2** Contract Form (Rendering Services).
- General Conditions of Contract
- Duly signed & completed **SBD 8** Declaration of Bidder's Past Supply Chain Management Practices.
- Duly signed & completed **SBD 9** Certificate of Independent Bid Determination.
- Proof of CSD registration

- Proof of company partner certificates (valid)

7.2 Supporting Returnable Documents (for functionality scoring)

- Proof of company location
- Signed reference Letters
- Project Methodology
- Proof of relevant qualifications

7.3 Essential Supporting Documents

- Valid and certified copy of BBBEE certificate or affidavit on or before the closing date and time **(failure to submit on or before the closing date will result in an automatic score of zero for preference)**

8. VALIDITY PERIOD

- Bid submissions **must** be valid for a period of 120 days.

9. EVALUATION CRITERIA

- ☐ **Phase one:** Compliance to the terms of reference and conditions of the tender. Failure to meet any of the conditions of the tender will automatically disqualify your tender on this phase.

- ☐ **Phase two:** The bid will be evaluated and adjudicated using the 80/20 system (80 for Price and 20 for BBBEE). Functionality will be scored at a maximum of 100 points whereby the bidder must obtain a **minimum of 80 points** to qualify for the financial evaluation according to the criteria captured in the table below:

CRITERIA FOR FUNCTIONALITY	BREAKDOWN OF POINTS	WEIGHT
1. Reference Letters Signed reference letters on the recommending company's letterhead (not older than 2 years). <i>Submission of purchase orders or appointment letters WILL NOT count.</i>	4 letters and more = 40 points	40
	3 letters=30 points	
	2 letters= 20 points	
	1 letter=10 points	
	No reference letter(s) or irrelevant letters submitted = 0 points	
2. Qualifications	Company partner certificate = 10 points	20
	Resources certificate for the installer as well as a short CV = 10 points	
	No certificates or irrelevant certificates submitted = 0 points	
3. Project methodology	Excellent = 20 points	20
	Good = 15 points	
	Fair = 10 points	
	Poor = 5 points	
	Failure to submit project methodology = 0 points	
4. Locality	OR Tambo Region - 20	20
	Any region in Eastern Cape – 15	

	Any Province within RSA – 10	
	Outside RSA – 0	
	Failure to submit -0	
TOTAL	100	

10. SUBMISSION OF TENDERS

- NO LATE, HAND DELIVERED, OR FAXED PROPOSALS SHALL BE ACCEPTED.
- CLOSING DATE FOR THE SUBMISSION OF PROPOSALS IS
21 October 2022@ 12:00
- All proposals and accompanying documents must be submitted to supplychain@nelsonmandelamuseum.org.za

11. DISCLAIMERS

The NMM is not committed to any course of action as a result of its issuance of this bid document and/or its receipt of a bid in response to it. Please note that the NMM reserves the right to:

- modify the bid document's service(s) and request Respondents to re-quote on any changes;
- reject any bid submission which does not conform to instructions and specifications which are detailed herein;
- disqualify bids submitted after the stated submission deadline;
- not necessarily accept the lowest priced bid;
- cancel the tender

12. ENQUIRIES

All communications and enquiries/requests for clarification relating to this proposal should be directed to the contact person:

FOR BID ADMINISTRATION & SERVICE PROVIDER SPECIFICATIONS	
Ms M Mputa	
Tel: 047 501 9504	
Email: mihlali@nelsonmandelamuseum.org.za	
Supply Chain Officer	
<i>Technical Enquiries:</i>	
Mr W Quzu	
Tel: 047 501 9524	
Email: wandile@nelsonmandelamuseum.org.za	
IT Specialist	

All enquiries must be forwarded to the relevant NMM personnel by no later than 18 October 2022 @ 16:30.

Dr Vuyani Booi
Chief Executive Officer
