

**REQUEST FOR QUOTATION [RFQ] FOR THE APPOINTMENT OF A SERVICE PROVIDER
FOR RENEWAL OF CHERWELL IT SERVICE DESK MANAGEMENT LICENSES AND
SUPPORT OVER A PERIOD OF 12 MONTHS**

RFQ NUMBER:	CISL/11/2022
ISSUE DATE:	10 NOVEMBER 2022
CLOSING DATE :	29 NOVEMBER 2022
CLOSING TIME:	12:00, MIDDAY

PART 1
NOTICE TO TENDERERS

Quotations which must be completed as indicated in Part 3 of this RFQ are to be submitted as follows:

VIA EMAIL ADDRESS: scm-it@cefgroup.co.za

CLOSING DATE: 29 November 2022

1 Submissions to RFQ

Submissions to this RFQ [**Quotation**] must not include documents or reference relating to any other quotation or quotations. Any additional conditions must be embodied in an enclosed letter.

2. Broad-Based Black Economic Empowerment [B-BBEE]

CEF (SOC) Ltd fully endorses and supports the Government's Broad-Based Black Economic Empowerment Programme and it would therefore prefer to do business with local business enterprises who share these same values. CEF (SOC) Ltd will accordingly allow a "preference" to companies who provide a valid B-BBEE verification certificate. All procurement transactions will be evaluated accordingly.

2.1 B-BBEE Scorecard and Rating

As prescribed in terms of the Preferential Procurement Policy Framework Act (PPPFA), Act 5 of 2000 and its Regulations, bidders are to note that the following preference point systems are applicable to all tenders:

- the 80/20 system for requirements with a Rand value of up to R 50,000,000 (all applicable taxes included); and
- Bidders are to note that if the 80/20 preference point system is stipulated in this RFQ and all tenders received exceed R 50, 000,000.00, the RFQ must be cancelled. Similarly, if the 90/10 preference point system is stipulated in this RFQ and all Tenders received are equal to or below R 50, 000,000.00, the RFQ must be cancelled.

The value of this tender is estimated to be below R50, 000,000 (all applicable taxes included) and therefore the **80/20** system shall be applicable.

When CEF (SOC) Ltd invites prospective suppliers to submit quotations for its various expenditure plans, it requires bidders to have their B-BBEE status verified in compliance with the Codes of Good Practice issued in terms of the Broad Based Black Economic Empowerment Act No. 53 of 2003.

The Department of Trade and Industry recently revised the Codes of Good Practice on 11 October 2013 [Government Gazette No. 36928]. The Revised Codes will replace the Black Economic Empowerment Codes of Good Practice issued on 9 February 2007. The Revised Codes provide for a one-year transitional period starting 11 October 2013. During the transitional period, companies may elect to be measured in terms of the Revised Codes or the 2007 version of the Codes. After the first year of the implementation of the Revised Codes, B-BBEE compliance will be measured in terms of the Revised Codes without any discretion. Companies which are governed by Sector-specific Codes will be measured in terms of those Sector Codes.

Bidders are required to complete Annexure A [the B-BBEE Preference Point Claim Form] and submit it together with proof of their B-BBEE Status as stipulated in the Claim Form in order to obtain preference points for their B-BBEE status.

Note: Failure to submit a valid B-BBEE certificate or a copy thereof at the closing date of this RFQ will result in a score of zero being allocated for B-BBEE.

3. Communication

- a) Bidders are warned that a submission will be liable for disqualification should any attempt be made by a bidder either directly or indirectly to canvass any officer(s) or employee of CEF (SOC) Ltd in respect of this RFQ between the closing date and the date of the award of the business.
- b) A bidder may, however, before the closing date and time, direct any written enquiries relating to the RFQ to the following CEF (SOC) Ltd employee:

Name: Berlinda Rakolota

Email: berlindar@cefgroup.co.za

- c) Bidders may also, at any time after the closing date of the RFQ, communicate with the Procurement Department on any matter relating to its RFQ Submission.

4 Tax Clearance

The bidder's valid Tax compliance PIN must accompany the quotation. Note that no business shall be awarded to any bidder whose tax matters have not been declared by SARS to be in order.

5 Legal Compliance

The successful bidder shall be in full and complete compliance with all applicable national and local laws and regulations.

6 Pricing

All prices must be quoted in South African Rand on a fixed price basis, including VAT.

7 Negotiations

CEF (SOC) Ltd reserves the right to undertake post-tender negotiations with selected bidder or any number of short-listed bidders.

8 Repudiations

CEF (SOC) Ltd is not committed to any course of action as a result of its issuance of this RFQ and/or its receipt of a Quotation in submission to it. Please note that CEF (SOC) Ltd reserves the right to:

- modify the RFQ's goods / service(s) and request bidders to re-tender on any changes;
- reject any quotation which does not conform to instructions and specifications which are detailed herein;
- disqualify quotations submitted after the stated submission deadline;
- not necessarily accept the lowest priced quotation;
- reject all quotations, if it so decides;
- place an order in connection with this quotation at any time after the RFQ's closing date;

- award only a portion of the proposed goods / service/s which are reflected in the scope of this RFQ;
- split the award of the order/s between more than one Supplier/Service Provider; or
- Make no award at all.

CEF (SOC) Ltd reserves the right to award business to the highest scoring bidder (s) unless objective criteria justify the award to another bidder.

9 Validity Period

CEF (SOC) Ltd desires a validity period of ninety (90) days from the closing date of this RFQ.

This RFQ is valid until 28 February 2023

10 Returnable Documents

Returnable Documents means all the documents, Parts and Annexures, as listed in the tables below.

- a) Bidders are required to submit with their quotations the mandatory **returnable documents** as detailed below.

Failure to provide all these returnable documents at the closing date and time of this RFQ will result in a bidder's disqualification.

Essential Returnable Documents	Submitted [Yes or No]
- Pricing/Quotation	

Please confirm submission of these mandatory returnable document(s) by so indicating [Yes or No] in the table above:

- b) In addition to the requirements of Part (a) above, bidders are further required to submit with their quotations the following **essential returnable documents** as detailed below.

Please confirm submission of these essential Returnable Documents by so indicating [Yes or No] in the table below:

Essential Returnable Documents	Submitted [Yes or No]
- Valid B-BBEE Verification Certificate/BBBEE sworn affidavit or copy thereof Note: failure to provide a valid B-BBEE Verification Certificate at the closing date and time of the RFQ will result in an automatic score of zero for preference points	
ANNEXURE A – SBD 1: Invitation to Bid	
ANNEXURE B – SBD 4: Bidder's Disclosure	
ANNEXURE C – SBD 6.1	
Proof of Central Supplier Database registration (MAAA.....)	

PART 2

SCOPE OF WORK

CEF seeks to appoint the service provider for the renewal of the Cherwell IT service management licenses with support over a period of 12 months.

The winning bidder will be required to perform the following:

- Provide annual license subscription for four (4) users, separate license costs and support and maintenance fees.
- CEF requires support and maintenance based on time and material basis. As such bidder must include support rate per hour in the bid response and monthly support fees based on estimated support hours required per month.
The estimated support hours required are 15 hours per month.
- Timely updating the system by installing service and feature packs to guarantee its faultless performance and extend development capabilities.
- Installation of hot fixes.
- Resolving performance issues, such as a long page load time.
- Minor system enhancements as and when required.
- Provide service desk Agents and admin Training as and when required.
- Access to a telephone helpdesk.
- Ability to log and track support calls.
- A quick, dedicated, and focused response to business-critical incidents.
- Maximisation of software availability and user productivity.
- Service level agreement with response times for each priority level.
- Adherence to SLA targets.
- Escalation process.

Item No	Description	Duration	Total
01	Cherwell Licenses Renewal with support	12 months	R
Subtotal (Exc.VAT)			R
VAT (@15%)			R
Grand Total (Inc.VAT)			R

EVALUATION CRITERIA

Phase 1: Mandatory Requirements

Bidders must be a certified partner for Cherwell IT Service management system solution /software.

Failure to meet the mandatory requirement will lead to disqualification.

<u>CERTIFIED PARTNER LETTER</u>	Comply	Not Comply
Bidders must be a certified partner for Cherwell IT Service management system solution Submit a copy of a valid partnership letter		
Substantiate / Comments		

Phase 2: Functionality Evaluation Criteria

Bidders will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is 70%. It must be noted that if the Bidder does not meet the 70% minimum threshold, the bidder will be disqualified and not be evaluated further.

<u>EXPERIENCE OF THE COMPANY</u> The company must have experience in implementing and supporting Cherwell IT Service management system solution. Please provide reference letters as proof for similar services or work done in the past 5 years. The reference letter signed by the client must be on client's letterhead and include the company name, contact person, contact details (telephone number) and it should indicate when the service was done.			
Evaluation Criteria	Document as Evidence	Score	Weighting %
5 Reference letters and more	Signed Reference letters	5	30%
4 Reference letters		4	
3 Reference letters		3	
2 Reference letters			

		2	
1 Reference letters		1	
No Reference letter(s) provided		0	

TEAM EXPERIENCE

On average, the project team that will be assigned to CEF must have a minimum of three (3) years' experience implementing and supporting Cherwell IT Service management system solution.

Provide a C.V. for each of the personnel that will be part of the team, clearly indicating their roles and responsibilities.

Evaluation Criteria	Document as Evidence	Score	Weighting %
5 and more years of experience	CV of the Proposed team clearly listing the name of clients and work done	5	30%
> 3 years of experience but < 5 years of experience		4	
3 years of experience		3	
< 3 years of experience		0	

SYSTEM AVAILABILITY

The system must be able to have guaranteed up time of 99.5%.

The bidder must provide a support proposal which must ensure the required system up-time of 99,5% which will be assessed on the appropriateness and applicability to the CEF SOC operating environment.

Evaluation Criteria	Document as Evidence	Score	Weighting %
Guaranteed 99.5% up-time	Provide a support proposal which must ensure the required system up-time of 99,5%	5	10%
< 99.5% up-time		0	

<u>SERVICE LEVEL AGREEMENT</u>			
All service providers must provide a draft copy of the Service Level Agreement (SLA) in their response. The draft Service Level Agreement (SLA) must include the following requirements:			
Evaluation Criteria	Document as Evidence	Score	Weighting %
Turnaround time for restoring system when it is not accessible:	Draft SLA		7.5%
Less than 2 hours		5	
2 Hours		3	
More than 2 hours		0	
Evaluation Criteria	Document as Evidence	Score	Weighting %
Turnaround time for restoring critical fault: a major function or component of system is not functioning	Draft SLA		7.5%
Less than 4 hours		5	
4 Hours		3	
More than 4 hours		0	
Evaluation Criteria	Document as Evidence	Score	Weighting %
Turnaround time for restoring non-critical system service that is down:	Draft SLA		7.5%
Less than 24 hours		5	
24 Hours		3	
More than 24 hours		0	
Evaluation Criteria	Document as Evidence	Score	Weighting %

Turnaround time for implementing enhancements and reporting requests	Draft SLA		7.5%
Less than 72 hours		5	
72 Hours		3	
More than 72 hours		0	

Phase 3: Price and BBEE scoring

Evaluation Criteria	Final Scores	Weighted
Price	80	
B-BBEE - Scorecard	20	
TOTAL SCORE:	100	

PART 3
QUOTATION FORM

I/We _____

hereby offer to supply the services at the prices quoted in the Price Schedule below, in accordance with the conditions related thereto.

I/We agree to be bound by those terms and conditions in:

Any other standard or special conditions mentioned and/or embodied in this Request for Quotation.

I/We accept that unless CEF (SOC) Ltd should otherwise decide and so inform me/us, this Quotation [and, if any, its covering letter and any subsequent exchange of correspondence], together with CEF (SOC) Ltd's acceptance thereof shall constitute a binding contract between CEF (SOC) Ltd and me/us.

I/We further agree that if, after I/we have been notified of the acceptance of my/our Quotation, I/we fail to deliver the said goods/service/s within the delivery lead-time quoted, CEF (SOC) Ltd may, without prejudice to any other legal remedy which it may have, cancel the order and recover from me/us any expenses incurred by CEF (SOC) Ltd in calling for Quotations afresh and/or having to accept any less favourable offer.