

# EMAKHAZENI LOCAL MUNICIPALITY



## PROVISION OF ICT MAINTENANCE AND SUPPORT SERVICES FOR A CONTRACT PERIOD OF THREE (3) YEARS

**ELM 24-25/07/02**

**TENDER**

**EMPLOYER:**

EMAKHAZENI LOCAL MUNICIPALITY

25 Scheepers Street

Belfast

1100

Tel: (013) 253 7600

Fax: (013) 253 1696



**PROVISION OF ICT MAINTENANCE AND SUPPORT SERVICES FOR A CONTRACT  
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## **T1.1 TENDER NOTICE AND INVITATION TO TENDER**

Bid documents will be obtainable on payment of cash non-refundable document fee of R 1 500.00 per document from the offices of the Emakhazeni Local Municipality, 25 Scheepers Street, Belfast during office hours from 07H45 to 12h30 and 13h00 to 15h00 weekdays, or EFT payment made into the following bank account: **FNB Current Account Number 62028195510 Branch Code 270351**, Tender Reference number (Project Number and Company Name), the document can be obtained from our municipal office at 25 Scheepers Street, Belfast or alternative arrangements can be made via email.

Tenders are to be completed in black ink and completed in accordance with the conditions and rules contained in the tender documents. The tenders and relevant documents must be sealed in a envelope and externally endorsed with **Project No; and Description**; and be deposited in the Tender Box, Ground Floor, Emakhazeni Local Municipality, 25 Scheepers Street, Belfast, Mpumalanga. **The Tenders shall remain valid for a period of 90 days from the closing date.** Telegraphic, telephonic, fax, telex e-mail or late tenders will not be accepted.

<b>Project number</b>	<b>Description</b>	<b>Availability of Tender document</b>	<b>Closing Date</b>	<b>Functionality %</b>	<b>Price</b>	<b>Contact person</b>
ELM 24-25/07/02	<b>PROVISION OF ICT MAINTENANCE AND SUPPORT SERVICES FOR A CONTRACT PERIOD OF THREE (3) YEARS</b>	Wednesday, the 19 <sup>th</sup> of June 2024	Friday the 19 <sup>th</sup> of July 2024 at 12h00	70%	R 1 500	Procurement enquiries: Joas Madioppe at 013 253 7601 <a href="mailto:joas.madioppe@emakhazeni.gov.za">joas.madioppe@emakhazeni.gov.za</a>  Technical enquiries: George Madonsela at 013 253 7600 <a href="mailto:george.madonsela@emakhazeni.gov.za">george.madonsela@emakhazeni.gov.za</a>

Tenders will be evaluated in terms of the Supply Chain Management policy of the Emakhazeni Local Municipality aligned to Municipal Supply Chain Management Regulations and Preferential Procurement Policy Framework (PPPFA) (Act 5 of 2000). The method for evaluation of service providers is based on functionality, price and preferential points (80/20 preference). Company Registration Number and tax compliance status PIN to enable the municipality to verify the bidder's tax compliance status must be attached. Service providers must be registered at central supplier database (CSD).

### **NOTE TO BIDDERS ON BID CONDITIONS:**

- The Supply Chain Management Policy of Emakhazeni Local Municipality will apply. The Council reserves the right not to accept the lowest bid or any bid and reserves the right to accept the whole or part of the bid, or to reject all bids and cancel the notice to bid;
- Bids that are submitted late, incomplete, unsigned or by facsimile, electronically or not completed in black ink will be rejected and not accepted for further evaluation;
- Members or Directors of Companies or Service Providers who are state employees are not allowed to bid or quote;
- Bids submitted are to be valid for a period of 90 days;

**MR. J.W SHABANGU**  
**MUNICIPAL MANAGER**



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**Evaluation of Tenders**

The Tenderers notice is drawn to the fact that the evaluation, adjudication and awarding of this tender will be in terms of ELM Supply Chain Management Policy which entails the balance between Financial Offer, Quality and preferences on 80-20 points system will be adopted. Bidders must obtain a **minimum functionality score of 70 out of 100 points (70%)** in order for the bid to be responsive.

**FUNCTIONALITY POINTS:**

QUALITY CRITERIA	DESCRIPTION	MAXIMUM POINTS
<p><b>Implementation methodology</b></p>	<p>Bidders are required to present how they respectively intend providing support services in terms of:</p> <ul style="list-style-type: none"> <li>i. Support of network systems,</li> <li>ii. Support of unit offices (including remote support and dedicated support service)</li> <li>iii. Maintenance of normal business continuity during take over.</li> <li>iv. Support of externally hosted solutions</li> <li>v. Maintenance of 99% system uptime.</li> </ul> <p><b>Points allocation</b></p> <ul style="list-style-type: none"> <li>- Provision of effective plan/approach on all the above-listed (i-v) and the after-hours contact details for support service, and a licensed remote tool for remote support <b>35 points</b></li> <li>- Provision of effective plan/approach on all the above-listed (i-v) and a licensed remote tool for remote support = <b>20 points</b></li> <li>- Provision of effective plan/approach on all the above-listed (i-v) = <b>10 points</b></li> </ul>	<p><b>35</b></p>
<p><b>Tenderer's Experience</b></p>	<p>Bidders are must have been involved in ICT Maintenance and Support services projects as follows:</p> <ul style="list-style-type: none"> <li>- 5 projects and above (35 points)</li> <li>- 3-4 projects (20 points)</li> <li>- Minimum of 2 projects (10 points)</li> </ul> <p><b>(Attach appointment letters and contactable reference letters on client's letterhead)</b></p>	<p><b>35</b></p>
<p><b>Experience of Key Staff</b></p>	<p>Team Leader: Must have completed a Bachelor of Information Technology / B. Tech of Information Technology and be involved in at least 4 ICT Maintenance and Support services projects</p> <p>The team leader must also possess the following certificates:</p> <ul style="list-style-type: none"> <li>- ITIL or TOGAF or CISM or COBIT, and</li> <li>- MSCE/Cloud certificate, and</li> <li>- Cisco Certified Network Associate (CCNA)</li> </ul> <p><b>Attach CVs and certified qualifications</b></p> <p><b>BIDDERS WHO DO NOT MEET THE ABOVE CRITERIA WILL BE DISQUALIFIED AUTOMATICALLY.</b></p>	<p><b>20</b></p>



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<b>Any value-add services</b>	Bidders are required to highlight any value-add services they respectively may offer <ul style="list-style-type: none"><li>- One value add solution at no cost = 3</li><li>- Two value add solutions at no cost = 7</li><li>- More than two value add solutions at no cost = 10</li></ul> <p>NOTE: A value add must be relevant to the required solution but not standard to our solution requirements as listed above.</p>	<b>10</b>
<b>TOTAL POINTS</b>		<b>100</b>

1. The minimum qualifying score for functionality is 70%)
2. Bidders who scored (70%) or more on functionality will qualify for further evaluation on preferential points system.



## C2.1. SCOPE OF WORK

The service provider shall be responsible for the following services:

### 1. System Administration

- 1.1) Microsoft Active Directory Domain Controllers
  - 1.1.1) Installation and configuration of Windows Server Operating systems
  - 1.1.2) Management of Group Policies
  - 1.1.3) Management of Active Directory User Accounts
  - 1.1.4) Management of File System Permissions
  - 1.1.5) Day-to-day management of user passwords, password resets and unlocking of user accounts
  - 1.1.6) DNS, DHCP and other Active Directory Infrastructural services
  
- 1.2) Microsoft 365 E-mail and Collaboration
  - 1.2.1) Creation of mailboxes, distribution lists and other resources
  - 1.2.2) Configuration of mailbox storage and restriction policies
  - 1.2.3) Queuing e-mail on external server in event of communication failures
  - 1.2.4) Management of e-mail related DNS records.
  
- 1.3) Backup and Recovery
  - 1.3.1) Configuration and management of the backup system
  - 1.3.2) Fixing any Backup issues that arise during day-to-day operation of the backup system.
  
- 1.4) Server administration Virtualization
  - 1.4.1) Management of Virtual infrastructure
  - 1.4.2) Manager all server infrastructure both software and hardware
  - 1.4.3) Virtual Infrastructure software upgrades
  
- 1.5) Pre-paid Electricity Vending Solutions System
  - 1.5.1) Management of server hardware and operating system software
  - 1.5.2) Provision of technical assistance to system vendor when required.

- 1.6) Kaspersky Anti-Virus System
  - 1.6.1) Ensure that anti-virus is installed on all workstations.
  - 1.6.2) Ensure that anti-virus updates are up to date.
  - 1.6.3) Respond to and address any anti-virus-related incidents.
  - 1.6.4) Configure and manage Enterprise-wide anti-virus policies.
  
- 1.7) Management of other systems
  - 1.7.1) FortiGate Firewall
  
- 1.8) Patch Management
  - 1.8.1) Manage WSUS for Windows patch management.
  - 1.8.2) Manage Kaspersky for desktop software patch management.
  
- 1.9) Municipal Website
  - 1.9.1) Hosting and maintenance of Municipal Website
  - 1.9.2) Structural changes to the website on request
  - 1.9.3) Uploading and editing of website content on request
  - 1.9.4) Backup of municipal website
  
- 1.10) General System Administration
  - 1.10.1) Operating system installation, configuration and maintenance for Windows and Linux hosts
  - 1.10.2) Server hardware installation
  - 1.10.3) Server Rack Installation and Management
  - 1.10.4) Software License Management

## **2. Network equipment and maintenance**

- 2.1) Local Area Networks
  - 2.1.1) Management of local area networks for any municipal location on request.
  - 2.1.2) Installation of new network cables when required.
  - 2.1.3) Installation of new network points when required.
  - 2.1.4) Test and repair faulty network cables when required.
  - 2.1.5) Test and repair faulty network points when required.
  - 2.1.6) Configure and manage all managed and unmanaged switches.
  - 2.1.7) Configure and manage indoor wireless network access points.
  
- 2.2) Wide Area Network
  - 2.2.1) Maintain and manage one point-to-point wireless link.
  - 2.2.2) Install, configure and manage new wireless / wired WAN links that might be required in the future.
  
- 2.3) General Network Maintenance
  - 2.3.1) Manage VPN for internal users and vendor access to Municipal systems.
  - 2.3.2) Assist with technical issues surrounding VOIP system.
  - 2.3.3) Install and configure new network equipment when as and when required.



**PANEL OF SERVICE PROVIDERS FOR THE SUPPLY AND DELIVERY OF TYRES, TUBES, WHEEL ALIGNMENT, BALANCING, TYRE REPAIR SERVICES AND BATTERIES FOR A PERIOD OF THREE YEARS  
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**3. Desktop Support**

3.1) Hardware

- 3.1.1) Maintenance of workstations
- 3.1.2) Facilitation of notebook and warranty repairs through service agents
- 3.1.3) Facilitation of printer repairs through service agents
- 3.1.4) Workstation Hardware Component Driver Installation
- 3.1.5) Printer and Scanner Driver Installation
- 3.1.6) Multi-function printer management of user accounts
- 3.1.7) CCTV Camera system
- 3.1.8) Projector Installation and support

3.2) Desktop Software Support

- 3.2.1) Installation, configuration and support of all desktop software systems utilised by the municipality, including but not limited to:
  - 3.2.1.1) Windows Desktop Operating Systems (All versions)
  - 3.2.1.2) Microsoft Office (All versions)
  - 3.2.1.3) Adobe Acrobat (All versions)
  - 3.2.1.4) Internet browser (All versions)
  - 3.2.1.5) Anti-Virus Software
  - 3.2.1.6) Utility software (PDF Converters, Map viewers, Imaging tools, etc.)

3.3. Municipal Systems – Client side

- 3.3.1) Installation of client-side software required to run Municipal systems (system vendors will provide instructions):
  - 3.3.1.1) Financial System (Munsoft or any other system that might be used by the municipality)
  - 3.3.1.2) Payroll and Employee Self-Service System ((SAGE VIP or any other system that might be used by the municipality)
  - 3.3.1.3) Any Document Management and Workflow system
  - 3.3.1.4) Prepaid Electricity Vending (or other similar vending systems for electricity and water vending)
  - 3.3.1.5) Various online systems provided by provincial /national government.



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**4. Governance**

4.1) *Implementation of policies and procedures*

- 4.1.1) Assist the Municipality to create and implement ICT governance policies to govern:
- 4.1.1.1) Security Controls
  - 4.1.1.2) User Access Management
  - 4.1.1.3) Service Level Management
  - 4.1.1.4) Disaster Recovery

**SERVICE DELIVERY**

1. One service consultant must be on-site for a period of two (2) days (16 business hours) per month.
2. Standby telephone and remote VPN support must be available from 07h30 to 17h00, Monday through to Friday.
3. Standby telephone and remote VPN support for prepaid electricity vendors must be available as follows (in case of urgencies and emergencies):  
Monday to Friday: 17h00 to 23h00  
Weekend and public holidays: 07h00 to 23h00
4. One consultant to be on-site for two days per month (16 hours on-site per month).