



REQUEST FOR PROPOSAL (RFP)

Terms of Reference

**Appointment of a Service Provider to Supply,
Implement, Setup and Support Enterprise Servers at
SANAS**

SANAS/SERVER/2016-17/02

**CLOSING DATE: 10 OCTOBER 2016
TIME: 11H00**

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1. PURPOSE

SANAS wishes to appoint a suitable service provider to supply, implement, setup and support enterprise servers.

2. BACKGROUND

The South African National Accreditation System (SANAS), a schedule 3A public entity established in terms of the Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act, 2006 and a member of the Department of Trade and Industry “the dti” COTII. SANAS is responsible for promoting accreditation aimed at facilitating international trade and the enhancement of South Africa’s economic performance.

Any proposals submitted pursuant to this RFP shall not be offers to contract for the provision of any of the services outlined herein, but shall only be used to identify a Preferred Bidder with whom the SANAS may negotiate a contract for the provision of the services.

3. SCOPE OF SERVICES REQUIRED

3.1 Specifications

In line with SANAS needs, we will require a server / infrastructure with the following specifications:

3.1.1 Hardware

- 2X Physical Rack Servers
- 2 processors for each physical server, each 8 Core 2.0GHZ
- 256GB RAM
- NetApp storage device of 25TB minimum
- Gigabit Ethernet Controllers
- UPS
- Server Cabinet including cabling

3.1.2 Software

- Latest Hyper-V System
- Move over 10 Virtual Server from current Hyper V to new Servers
- Failover System between the two physical Servers
- Latest Microsoft Windows Server OS System for Virtual Servers
- Latest Microsoft SQL Server System and License
- Backup system that backs up file level and full VHD backup

3.2 Full installation And Configuration Required Services

- Configuration of hardware and software
- Delivery of server to our premises
- Setup and commissioning of server hardware and software on site
- Testing and sign off by SANAS
- Managed solution support (in line with IT IL framework) contract for the life span of the servers

4. REQUIRED SUBMISSION CONTENT

Bidders are expected to structure their proposals in line with the following format:

4.1 Proposal Submission Format

Please submit each copy of your proposal in the following format:

a) Title Page:

Showing RFP title, Supplier's name and address, closing date and time, and Supplier's contact person and telephone number.

b) Proposal:

Include ALL information requested in Section 4 of the RFP.

c) Appendices:

Company Profile and CVs of the engineers and other staff that will be part of the project need to be submitted.

Please provide:

4.2 Name and Address of Bidder

The corporate name, street address, mailing address, telephone number, fax number and e-mail address of the Supplier's company, and any branch locations or affiliates that may be applicable.

4.3 Bidder's Overview

An overview of the Bidder's company including its size, years in existence, and an outline of the firm's experience in the area listed in this RFP.

4.4 Bidder's Contract Administrator/Bidder's Contacts

The name of an individual who would be responsible for assigning and supervising services provided to SANAS pursuant to any agreements entered into following this RFP process.

4.4 Associates, Employees, Contractors of Firm

A list of partners, associates, other employees and any anticipated contractors who might be assigned or engaged to provide services to SANAS, the types of services that they might be involved in, and their specific qualifications and experience as they relate to those services.

4.5 References

Provide at least three (3) references on a company letterhead of clients to whom the similar services have been rendered to as listed in section 3, and who may be contacted as references including contact name and telephone number for each of the references.

5. EVALUATION

5.1 Evaluation Committee

Proposals will be reviewed and evaluated by a SANAS Bid Evaluation Committee. Bidders may be invited to give written or oral presentations and/or to participate in interviews with the committee. Bidders may be requested to submit any additional information required by SANAS.

5.2 Evaluation Criteria

Proposals will be evaluated based upon, but not limited to, in no particular order:

- Compliance with the RFP document, including provision of all information requested in section 4 the RFP;
- Demonstrated ability to provide services and expertise as listed in this RFP;
- Qualifications, experience, and professional development of the Bidder's staff, and in particular those staff proposed to be generally handling the project;
- Reference checks.

6. NOTES TO BIDDERS

Bid documents should be presented to the SANAS marked **"Bid for Appointment of a Service Provider to Supply, Implement, Setup and Support Enterprise Servers at SANAS"**

- SANAS will not be liable to reimburse any costs incurred by the bidder during the bidding process.
- Evaluation of bidders will be carried out by a Bid Evaluation Committee. The evaluators will, if necessary, contact bidders to seek clarification of any aspect of the bid.
- Bidders should identify any work they are currently carrying out or completing which could cause a conflict of interest and indicate how such conflict could be avoided.
- Bidders to include supplier number (MAAA number) and unique code from National Treasury as proof that the supplier is registered on CSD).

7. VALIDITY OF PROPOSALS

The Bidder is required to confirm that it will hold its proposal valid for 90 days from the closing date of the submission of proposals without significant changes that will affect the provision of the service.

8. TAX CLEARANCE CERTIFICATE REQUIREMENTS

It is an absolute requirement that the taxes of the successful bidder MUST be in order.

9. QUALITY ASSURANCE REVIEWS OF WORK

The successful bidder shall ensure that all work conforms to the signed agreement.

10. AUTHORISED DELEGATE(S)

Nothing as stipulated in these terms of reference may be amended without the written confirmation of SANAS.

11. DISCLAIMER

SANAS reserves the right not to appoint a service provider and is also not obliged to provide reasons for the rejection of any proposal. SANAS reserves the right to:

- Award the contract or any part thereof to one or more service providers.
- Reject all bids.
- Decline to consider any bids that do not conform to any aspect of the bidding process.
- Request further information from any service provider after the closing date, for clarity purposes.
- Cancel this RFP or any part thereof at any time.

12. EVALUATION PROCESS OF BIDS RECEIVED

- All proposal received will be examined to determine compliance with RFP requirements and conditions (completion and attachment of compulsory documents). Proposal with obvious deviations from the requirements/conditions will be disqualified from stage 1 (one) of the evaluation process.
- SANAS will establish a Bid Evaluation Committee to review all the responses received.
- A two envelope system will be utilised for consideration of proposal received and two separate envelopes must be submitted clearly marked as Functionality and the other one for Price & BBEE.
- Bidders who obtain 70/100 points in stage 2 (Functionality) will qualify to proceed to stage 3 (Price and B-BBEE) evaluation wherein the 90/10 preference Points System will be used as follows: 90 points for price and 10 points for B-BBEE status of contribution.
- All bidders to supply an original proposal plus 3 copies.

Evaluation criteria for functionality is as follows:

Stage 2: Functionality

CRITERION	MAXIMUM POINTS
<p>Technical Approach (Proposed server / infrastructure to meet the requirements stipulated under scope of services):</p> <ul style="list-style-type: none"> • Bidder has gold partner accreditation or maximum accreditation by OEM to supply the specific products proposed in the RFQ. 10 • Proof supplied of Microsoft Gold Partner for Volume licensing status 10 <p>Demonstrate the ability to achieve the deliverables within the timelines. Describe and provide proof where possible of how the targets will be met for:</p> <ul style="list-style-type: none"> • Supply of and adherence to server hardware specifications 10 • Supply of and adherence to software 10 <p>Provide detailed realistic project plan for the contract, which would include skills transfer plan for SANAS administrators; as well as lead times on the arrival of hardware being ordered. 10</p> <p>Completion of the project plan 10</p> <p>8 weeks from receiving a purchase order and complete the project = 10 10 weeks from receiving a purchase order and complete the project = 5 12 weeks from receiving a purchase order and complete the project = 2</p>	
<p>Company Experience & Past Performance:</p> <p>Proven company experience for conducting similar activities preferably in the Government sector. At least three contactable references with good reputation on official client's letter head:</p> <p>5 = 20 points 4 = 15 points 3 = 10 points</p>	20

Capability: Abbreviated CV highlighting the qualification and competence of Key Personnel proposed to provide a managed solution and service. The proposed personnel including the Lead Specialists must have recognized certifications i.e. Microsoft as well as server OEM certifications. A team with at least 3 Microsoft 3 OEM certifications = 20 A team with 2 Microsoft and 2 OEM certifications = 15 A team with 1 Microsoft and 1 OEM certification = 10	20
Functionality	100%
Threshold	70

Bidders who fail to meet the minimum score of 70 points out of 100 in stage 2 will not be considered for evaluation in terms of Stage 3 (Price and B-BBEE).

Stage 3 - Preference Point System

Step 1: Calculation of points for price

- Only bids that achieve the minimum qualifying score for functionality will be evaluated further in accordance with the 90/10 preference point system, as contemplated in the Preferential Procurement Policy Framework Act 5 of 2000. The formulae to be used in calculating points scored for price is as follows:

$$P_s = 90 \left[1 - \frac{(P_t - P_{min})}{P_{min}} \right]$$

Where

P_s = Points scored for comparative price of bid or offer under consideration

P_t = Comparative price of bid or offer under consideration

P_{min} = Comparative price of lowest acceptable bid or offer.

- Points scored will be rounded off to the nearest 2 decimal places.

Step 2: Calculation of points for B-BBEE status level of contributor

Points will 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
1	10
2	9
3	8
4	5
5	4
6	3
7	2
8	1
Non-complaint contributor	0

A Bid will not be disqualified from the bidding process if the bidder did not submit a certificate substantiating the B-BBEE status level of contribution or is a non-compliant contributor. Such a bidder will score zero (0) out of a maximum of 10 points respectively for B-BBEE.

13. CLOSING DATE AND TIMES

Sealed proposals clearly stating the name of this RFP and Bid number must be deposited into the tender box located at the reception of SANAS, **The DTI Campus, Block G, 77 Meintjies Street, Sunnyside, Pretoria, 0002** during office hours (08h00 to 16h30) on or before 10 October 2016 at 11h00. Bidders to ensure that they sign the bid register at the reception.

14. RESPONSE FORMAT (SUBMISSION OF PROPOSAL)

- a) Service providers shall submit their responses in accordance with the response format specified:
- b) The proposals must be submitted in the prescribed format. Standard bidding documents attached with terms of reference should be filled in (not re-typed).
- c) The original proposal must be submitted with three (3) copies of the original proposal.
- d) Service providers are required to use the two envelope system, whereby the technical proposal (envelope 1) and the preference point system (envelope 2) be placed in two separate envelopes.
- e) Cover Page: (the cover page must clearly indicate the bid reference number, description and the service provider name)
- f) The documents below must be completed and submitted with the bid (Failure to comply with this requirement will result in your bid being disqualified):

Stage 1 (Technical Proposal) – Envelope 1	Stage 2 (Financial Proposal) – Envelope 2
<p>Technical Proposal (including all relevant information per evaluation matrix and scope of services, including but not limited to:</p> <ul style="list-style-type: none"> ▪ Comprehensives Company Profile and Executive Summary. ▪ Comprehensive Managed Security Solutions proposed as per SANAS requirements. ▪ Comprehensive experience and capability in providing similar services and reference of at least 3 contactable clients that are provided with similar services especially in the Government Sector, and: <ul style="list-style-type: none"> ○ Substantiated by including a minimum of three (3) CV’s of proposed key personnel. ○ A minimum of three (3) letters of reference from previous or current contactable clients in the client letterhead. ▪ Original Valid Tax Clearance Certificate 	<p>Bidding documents, as follows:</p> <ul style="list-style-type: none"> ▪ SBD 1 Invitation to Bid ▪ SBD 2 Tax Clearance Certificate ▪ SBD 3.3 Pricing Schedule including proposed total cost of the project. ▪ SBD 4 Declaration of Interest ▪ SBD 6.1 Preference Points Claim Form ▪ SBD 7.2 Contract Form (to be completed in duplicate) ▪ SBD 8 Declaration of Bidder’s past supply chain management practices. ▪ SBD 9 Independent Bid Determination Certification ▪ General Condition of Contracts (all pages initialed) ▪ Terms of references (all pages initialed) ▪ Original or certified copy of BEE Certificate. (if applicable) ▪ Copies of Company registration certificates documents ▪ Certified ID Copies of Company Directors/ Partners / Trustees (whichever is applicable).

15. ENQUIRIES

All communication and attempts to solicit information of any kind relative to this Request for Proposal (RFP) should be channeled in writing to:

Technical Enquiries:

Name: Mr Luigi Muto
Email Address: luigim@sanas.co.za

General Enquiries:

Name: Miss Nomvuyo Jawe
Email address: nomvuyo@sanas.co.za