



**Bid Specification**

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| --- | --- |
| RFB No: | RFB 3059/2024 |
| DESCRIPTION | Procurement of IT Service Management Software and Support for Three (03) Years. |
| Compulsory Virtual Briefing | Compulsory Briefing Session will be held as follows:  Date: 07 February 2025  Time: 11H00  Place: [**Join the meeting now**](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NmI1ZTQ2MjAtNGQ3Ny00NzE0LTk2NjktZTUxNWZlZTBjNGJj%40thread.v2/0?context=%7b%22Tid%22%3a%2248cd5724-88c7-48c3-a665-945436edd7fc%22%2c%22Oid%22%3a%225013b7bc-db85-4c94-93de-3026c7637b24%22%7d) |
| Closing Date for questions / queries | 14 February 2025 at 16:30 |
| Bid Response Submission Address | Tender Office  459 Tsitsa Street, Erasmuskloof, Pretoria, 0105 |
| RFB Closing Details and Time | Date: 24 February 2025  Time: 11:00 (South African Time) |
| RFB Validity Period | 200 Days from the Closing Date |

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# Introduction and background

## Purpose

The purpose of this RFB is to invite Suppliers (hereinafter referred to as “bidders”) to submit bids for the appointment of a service provider to provide IT Service Management (ITSM) Software and support services to Department of Agriculture, Land reform and Rural development (DALRRD) for a period of three (03) years.

## Background

The current ITSM system has limitations, hence the requirement to go out on an open bid to meet all the department’s requirements for an ITSM system. The Department requires an IT Service Management system that will log and track incidents, problems, and changes, amongst the other requirements specified below. The required IT Service Management solution must have the capacity for the OCIO Service Desk function to enable logging of Information Technology (IT) service requests and service disruptions reported; provide first line support and assign the request to the relevant service support team, Monitor the progress until the service is rendered (or incident resolved). Additionally, the logging of IT change, problems, events management, configuration management and self-service.

# Scope of Bid

## Scope of Work

The scope of work for the bidders is as follows:

1. IT Service Management software licenses with software maintenance (i.e. software assurance) for three years;
2. Installation;
3. Training; and
4. Support for three years.

## Delivery address

IT Service Management Software (ITSM) and support services to be provided at the following physical addresses for DALRRD:

|  |  |  |
| --- | --- | --- |
| **No** | **Site Name** | **Physical Address** |
| 1 | Department of Agriculture Land Reform and Rural Development | 600 Lilian Ngoyi Street Pretoria |
| 2 | Department of Agriculture Land Reform and Rural Development | Harvest House, 30 Hamilton Street, Pretoria |

## Customer Infrastructure and environment requirements

1. The department has their own server and network infrastructure, which is managed by departmental officials.
2. Bidder must make sure they provide the Department with a Workable Solution.

# Requirements

## Product / Service / Solution Requirements

### The software will software maintenance (i.e. software assurance) has to be provided for three years.

1. Number of licenses needed: 10 for Change Management access for 280 users (for Incident/Requests, Problem, and other modules) and self-service (web-based) for ±7000 users (mostly Incident management).

### The solution must enable the IT Service Desk (i.e. departmental officials) to:

1. Log IT service disruptions, service requests, and events (automated);
2. Integrate with a departmental discovery tool (SCCM and SCOM);
3. Integrate with telephone (PABX telephony) (i.e. IT Service Desk logging calls received via telephone) and emails within agreed service and quality levels;
4. Measure, monitor and continuous improvement of IT services delivered to the Service Desk (SLA) via a managed SLA.
5. Manage change and problem requests;
6. Provide self-service function;
7. Economies of scale:
   1. Manage and support of multiple end user requests/ incidents from a single point; and log IT changes.

### Integrate with existing departmental IT monitoring tools SCOM, SCCM, Active Directory (AD) and Cisco Prime resulting in high availability of IT services.

### The IT Service Management solution must have the following modules:

1. **Incident management -** Enable the DALRRD users to capture/ Log reported service disruptions, and service requests of IT nature.
2. Email integration:Auto log and reference number response to the email address of the sender.
3. Create support groups and be able to assign incidents to the relevant support team.
4. Monitoring and Escalation:Enable an escalation procedure with automated email notifications.
5. Survey questionnaire to rate quality of service rendered.
6. **Self Service Portal -** Provides end users with 24/7 self-service accessibility from their desktops, laptops and/or mobile devices to:
   1. Allow users to submit incidents and request services.
   2. User registration receive login credentials (to be linked with Active Directory).
   3. User log onto the portal with username and password / SSO (Single Sign On).
   4. Portal: Link on the intranet.
   5. Submit incident and request services on the portal.
   6. Auto response with reference number.
   7. Allow user to view progress of their requests and the capability to view IT announcements.
   8. Recommended FAQs linked to the Knowledge Base.
   9. Continuous update notifications to both service desk and the user.
7. **Change and Release Management:**
   1. Monitoring, evaluation and reporting.
   2. Capability to enable recording, tracking and automated approval of standard changes and release request.
   3. Provisioning of Change and Release Management reports.
   4. Allow integration of incidents, events, problems, and changes (and reverse).
8. **Configuration management / Event management / Assets Management:**
   1. Allow integration with any departmental discovery tools (e.g. SCCM).
9. **Integration with network software:**
   1. Integration with Network monitoring tools, and automatically log call, and notify relevant persons nominated by department.

### The IT Service Management interaction with DALRRD officials and ICT support team:

1. System interaction with DALRRD user that report ICT incident / problem:
   1. Send email to user with incident number.
   2. Send email to user when incident was resolved.
   3. Survey questionnaire to rate quality of service rendered.
2. System interaction with 1st line Service Desk:
   1. When receiving a telephone call (or email) from user, enable verification and updating of user details, by checking user information on Active Directory: Name, surname, contact details, province, branch, and Office / Location/ Building (floor and Office number).
   2. Register request (incident).
   3. The agent should be able to diagnose based on the information provided by the user.
   4. Allow service desk to attempt to resolve incident.
   5. Classify incident and route to relevant support person.
3. System interaction with 2nd line support person/team:
   1. Receive classified / prioritised calls (allow them to edit priority and reassign where necessary).
   2. Investigate query / incident.
   3. Resolve call (incident) (and capture details) NB system should request mandatory resolution details before allowing incidents to be resolved.
   4. Update call status.
   5. Classify / prioritise incident and route to relevant support person.
4. System must:
   1. Issue call (incident) reference number.
   2. Send message (to user) when call / incident is resolved.
   3. Automatically close resolved calls after 5 days.
5. System interaction with IT manager:
   1. Change and release management.
   2. Configuration management / Events management.

### Implementation or installation:

1. The successful service provider will be responsible for the implementation or installation of software. It must be a web-based system that can be accessed from anywhere in South-Africa.
2. Data will be hosted in the Department in Pretoria.

### Payment:

1. Provide prices for once off payment of software in advance.
2. Support (i.e. ad hoc support) and training will only be paid after the support and training was provided.

## Service Elements

### Full Service Agreement

1. A Service Level Agreement will be negotiated with successful bidder.

### Time and Material (T&M Ad hoc services)

1. Provide ad hoc (as needed) support on time and material basis, 300h for the first year, 200h second year and 100h for third year. Support must be telephonic and remote/on-line.
2. The department will only pay for ad hoc support after it was provided.
3. Ad hoc support not utilised within a specific year, must still be available in the following year(s).

# Bid Evaluation Stages

The bid evaluation process consists of four stages, according to the nature of the bid. A bidder must qualify for each stage to be eligible to proceed to the next stage of the evaluation. The stages are:

Table 1: Bid Evaluation Stages

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Applicable for this bid YES/NO** |
| Stage 1 | Mandatory Administrative Responsiveness | YES |
| Stage 2 | Technical Mandatory Responsiveness | YES |
| Stage 3 | Special Conditions of Contract verification | YES |
| Stage 4 | Costing / Preference Points | YES |

## Mandatory Administrative Responsiveness (Stage 1)

### Attendance of briefing session

A Compulsory Virtual Briefing Session will be held. The bidder must sign the briefing session attendance register using the same information (bidder company name, bidder representative person name and contact details) as submitted in the bidder’s response document.

**NOTE (1):**

Bidder who wishes to attend the **Compulsory Virtual Briefing session** needs to notify the responsible Specialist indicated in the Bid Document of attending the session. The details of the Compulsory Virtual Briefing session will then be sent to those Bidders.

**NOTE (2):**

Any Bidder who fails to attend the **Compulsory Virtual Briefing session** will be disqualified.

### Registered Supplier

1. Only responses from bidders who are registered as a Supplier on National Treasury’s Central Supplier Database (CSD) in terms of National Treasury’s Instruction Note 4A of 2016/17 will be considered for award on this RFB.
2. In the case of joint ventures or consortiums the bidder must demonstrate that at least one of the parties to the bid response attended the briefing session
3. Bidders need to complete **all the SBD documents** which needs to be submitted as stated in the Invitation to Bid Document.

### Bid Submission Instructions

**Note that a Two Envelope process will be followed and therefore bidders must submit as follows:**

1. **One (1) original file excluding pricing** which must be submitted in **a separate envelope**;
2. **One (1) hard copy excluding pricing** which must be submitted in **a separate envelope**;
3. **One (1) electronic copies on USB memory stick/ flash drive** in Portable Document Format (**PDF) of the RFB Document and Technical / Functionality Response.**
4. **One (1) electronic copies on USB memory stick/ flash drive** in Portable Document Format **(PDF)** **of pricing only**.
5. It is the Bidder’s responsibility to ensure that the information and contents on the electronic copies is the same as in the hard copies.
6. To ensure that the electronic copies are not damaged, the bidder must submit the USB’s (memory stick/ flash drive) in a sealed padded envelope and be clearly marked.
7. Bidders shall submit Bid responses in accordance with the prescribed manner of submission as specified above. **Failure to comply with the above instructions on submitting a proposal will lead to disqualification.**
8. The **RFB** Responses (hard and electronic copies) must be clearly marked as follows: Bidder’s Name & Contact Details, **RFB** Number, **RFB** Description, and Closing Date.
9. All Bids in this regard shall only be accepted if they have been placed in the tender box before or on the closing date and stipulated time.
10. Late bids shall not be considered.
11. The Bid response must be signed by an authorised employee, agent or representative of the bidder. The Bid response Bid must bear the initials of the signatory at the bottom of every page as an indication that the bidder has familiarised itself with the terms and conditions of this **RFB** document.
12. Faxed or e-mailed bids will not be accepted.
13. Bidders shall submit Bid responses in accordance with the prescribed manner of submission as specified in this document. **Failure to comply with the bid submission requirements will lead to disqualification.**
14. Bidders are required to submit all returnable documents/information together with their Bids/proposals on or before the closing time and date of the Bids/proposals.
15. All services supplied in accordance with the bidder’s proposal must be in accordance with all applicable legal requirements in terms of South African law, policies and regulations.

## Technical returnable documents

### Instruction and evaluation criteria

1. The bidder must comply with ALL the requirements as per the Technical Mandatory Requirements below by providing substantiating evidence in the form of documentation or information, failing which it will be regarded as “NOT COMPLY”.
2. The bidder must provide a unique reference number (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response.
3. The bidder must comply with ALL the TECHNICAL MANDATORY REQUIREMENTS in order for the bid response to proceed to the next stage of the evaluation.

### Technical mandatory requirements (Stage 2)

Table 2: Technical Mandatory Requirements

| **Mandatory Requirements** | **Substantiating evidence of compliance (used to evaluate bid)** | **Evidence reference (to be completed by bidder)** |
| --- | --- | --- |
| **1. BIDDER CERTIFICATION/ AFFILIATION REQUIREMENTS** | | |
| The Bidder must be an Original Equipment Manufacturer (OEM)/Original Software Manufacturer (OSM), or an Accredited Reseller/ Partner/ Distributor to provide IT Service Management software. | Attach to **ANNEX A,** a copy of valid documentation (letter/certificate/license) as proof that the Bidder is an Original Equipment Manufacturer (OEM)/Original Software Manufacturer (OSM) or an Accredited Reseller/ Partner/ Distributor to provide IT Service Management software.  **NOTE (1):**  Original Equipment Manufacturers (OEM)/Original Software Manufacturers (OSM) using reseller model are not eligible to participate for this bid  **NOTE (2):**  **SITA/DALRRD** reserve the right to verify the information provided. | <provide unique reference to locate substantiating evidence in the bid response – **see Annex A, par 5.1**> |
| **2. BIDDER EXPERIENCE AND CAPABILITY REQUIREMENTS** | | |
| The bidder **must** have provided and supported the specified IT Service Management software to at least three (03) current South African companies / government institutions including departments with a workforce of over 2000 people, in the last five (05) years from the publication of this bid | The bidder **must** provide reference details from at least three (03) current South African companies / government institutions including departments with a workforce of over 2000 people, to whom the IT Service Management software was provided and supported in the last five (05) years from the publication of this bid  **NOTE (1)**  The Bidder **must provide** the following information when completing **table 8:**   * 1. Company name; **and**   2. Contact person, telephone **and/or** e-mail address; **and**   3. Project scope of Work; **and**   4. Project start and End date.   **NOTE (2):**  Failure to comply fully to the requirements as indicated above will result in disqualification.  **NOTE (3):**  **SITA/DALRRD** reserve the right to verify information provided. | <provide unique reference to locate substantiating evidence in the bid response – **see Annex A, par 5.2, table 8**> |
| **3. PRODUCT / SERVICE FUNCTIONAL REQUIREMENT** | | |
| **The bidder must confirm compliance to the Product/Service Functional requirements.** | The bidder must confirm that they comply with the Product/Service Functional Requirements by completing **Annex B: Addendum 1**.  **NOTE (1):**  Failure to comply fully to the requirements as indicated above will result in disqualification.  **NOTE (2):**  SITA reserves the right to verify information provided. | <Provide unique reference to locate substantiating evidence in the Brochure/ Pamphlet/ Datasheet/ Printout from website in the bid response – **see Annex B table 9: Product/Service Functional Requirement Evidence**> |
| **4. SPECIAL CONDITIONS OF CONTRACT** | | |
| Bidder **must accept ALL** the Special Conditions of contract | The Bidder **must accept ALL** the Special Conditions of Contract by completing and signing the declaration of Acceptance in the Declaration of Compliance and Acceptance under the Special Conditions **(Section 4.3.2)**.  **NOTE (1):**  Failure to **accept ALL** the Special Conditions of Contract will result in disqualification. | <Provide unique reference to locate substantiating evidence in the bid response – see **Annex A, section 5.4B**> |

## Special Conditions of Contract Verification (Stage3)

1. The successful supplier will be bound by Government Procurement: General Conditions of Contract (GCC) as well as this Special Conditions of Contract (SCC), which will form part of the signed contract with the successful Supplier. However, SITA/DALRRD reserves the right to include or waive the condition in the signed contract.
2. SITA/DALRRD reserves the right to:
   1. Negotiate the conditions; **or**
   2. Automatically disqualify a bidder for not accepting these conditions; **or**
   3. Award to multiple bidders; **or**
   4. Not to award; **or**
   5. To do a partial award.
3. In the event that the bidder qualifies the proposal with own conditions and does not specifically withdraw such own conditions when called upon to do so, SITA/DALRRD will invoke the rights reserved in accordance with subsection 4.3. (b) above.

### Special Conditions of Contract

#### Contracting Conditions

1. **Formal Contract** - The supplier must enter into a formal written contract (agreement) with DALRRD.
2. **Right to Audit** – SITA/DALRRD reserves the right, before entering into a contract, to conduct or commission an external service provider to conduct a financial audit or probity to ascertain whether a qualifying bidder has the financial wherewithal or technical capability to provide the goods and services as required by this tender.

(c) The successful bidder must have presence in South Africa for the duration of the contract.

#### Delivery Address

1. The supplier must deliver the required products or services at as indicated in Section 2.2, Delivery Address

#### Services and Performance Metrics

1. The bidder is responsible to provide the following services as specified in the Service Breakdown Structure (SBS):

**Table 3:** Service Breakdown Structure (SBS)

| **SBS** | **Service Element** | **Service Level** |
| --- | --- | --- |
|  | Call Centre | 24h x 7days x 52weeks |
|  | Incident Response | Maximum 1 hours  **A response time** of one (1) hour on all calls logged for support is to be adhered to (response time refers to the time that elapses from a call is logged with the supplier until receipt of the call is officially acknowledged, normally by providing a call reference number. |
|  | Incident Restore | Maximum 8 hours  A resolve time of eight (8) hours on all calls logged for support is to be adhered to (resolve time refers to the time that elapses from a call is logged with the supplier until the call is resolved – resolve time includes response time). |
|  | ITSM system | 99% Availability |

1. This is a 24h x 7days x 52weeks service and it is therefore required that this system is supported on this basis
2. Downtime must be prevented at all times but since the system will not have any redundancy built in it is accepted that there might be some downtime
3. All Preventative, Corrective maintenance must be preapproved and follow the formal SITA change process
4. All faulty equipment still under guarantee must be replaced or repaired within the agreed SLA targets

#### Supplier Performance Reporting

* + 1. Monthly Reporting meetings.
    2. Performance reviews as per signed SLA (Performance Metrix) below:

1. LICENSE MAINTENANCE

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Maintenance | | | | | |
| Keep system operating according to base licences | Trouble shooting / investigation | Implement standard system upgrades | Identify root cause | Apply standard OSM suggested patch or fix existing base | Implement  permanent fix |
| Service level related as per requirements 4 & 5 above. | | | Negotiated timelines | | |

1. PROFESSIONAL SERVICE

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Maintenance | | | Support | | |
| Keep system operating according to baseline | Trouble shooting / investigation | Identify root cause | OSM to develop a patch or Custom development to be done in system by vendor to be approved by OSM | Apply standard OSM suggested patch or fix existing base | Implement  Permanent fix |

**NOTE (1):**

**The hardware for the solution MUST be from the same brand or Original Equipment Manufacturer (OEM). DALRRD will not accept mixed hardware brands for this IT Service Management Solution.**

#### Penalties

1. A penalty of 15% of the monthly contract value or any specific deliverable may be imposed if it is found that the Service Provider failed to meet agreed deliverables, and such failure was not caused by a failure of the client to comply with its obligations.
2. Where penalties are imposed, the relevant monthly invoice will be reduced by the penalty amount or a credit note for the penalty amount will be submitted to **the DALRRD** within 2 (two) months of the target not being met.
3. **the DALRRD** reserves the right to enforce these penalties, or not, depending on the merit of each case.

#### Certification, Expertise and Qualification

* 1. The Supplier represents that,
     1. it has the necessary expertise, skill, qualifications and ability to undertake the work required in terms of the Statement of Work or Service Definition and;
     2. it is committed to provide the Products or Services; and
     3. perform all obligations detailed herein without any interruption to the Customer.
  2. The Supplier must provide the service in a good and workmanlike manner and in accordance with the practices and high professional standards used in well-managed operations performing services similar to the Services;
  3. The Supplier must perform the Services in the most cost-effective manner consistent with the level of quality and performance as defined in Statement of Work or Service Definition;
  4. **Original Equipment Manufacturer (OEM) or Original Software Manufacturer (OSM) work.** The Supplier must ensure that work or service is performed by a person who is certified by Original Equipment Manufacturer or Original Software Manufacturer**.**
  5. For maintenance and support as well as professional service the bidder must have internal resources on the following levels:
     1. Functional Application Support (FAS);
     2. Junior Developer;
     3. Senior Developer.
  6. Original Equipment Manufacturers (OEM)/Original Software Manufacturers (OSM) using reseller model are not eligible to participate for this bid

#### Logistical Conditions

1. **Hours of Work**
   1. Office hours are 24h x 7days x 52weeks
   2. All mission critical sites will be managed on a 24 x 7 x 365 basis
2. **Client environment**
   1. In the event that SITA/DALRRD grants the Supplier permission to access SITA's/DALRRD’s Environment including hardware, software, internet facilities, data, telecommunication facilities and/or network facilities remotely, the Supplier must adhere to SITA's/DALRRD relevant policies and procedures (which policy and procedures are available to the Supplier on request) or in the absence of such policy and procedures, in terms of, best industry practice.
3. **Tools of Trade**

The Supplier must provide its resources with their own tools to perform their functions

1. **On-site and Remote Support.** The Supplier must provide on-site and remote support depending on the situation.
2. **Support and Help Desk.** The Supplier must provide a helpdesk facility that will enable SITA to log a call when required

#### Regulatory, Quality and Standards

1. The service provider must for the duration of the contract ensure compliance with ISO/IEC General Quality Standards, ISO27001, and Protection of Personal Information Act (POPIA).
2. The Supplier must for the duration of the contract ensure that the proposed product or solution conform to the list of Government Minimum Interoperability Standards (MIOS).

**Note (1):**

Refer to **Annex C** for the MIOS Certification requirements for this Bid Specification, however it is not limited to these items identified. The requirements will be finalised during the contracting stage. The successful bidder needs to ensure compliance with the SITA requirements for the duration of the contract.

#### Skills Transfer and Training

1. The successful service provider will be responsible to provide technical training to 300 ICT officials (incudes: Service desk Agents, Technical support team, Super user/train a trainer Managers, and administrator.) (virtual and / Physical)
2. The formal training must also include provision of training material for the users in either softcopy or hardcopy
3. Video/ voice recording training material

#### Personnel Security Clearance

* 1. **Company security screening:** The supplier may be required to undergo a company security screening conducted by the State Security Agency (SSA). Should the SSA find the supplier **not suitable** after the conduct of the security screening, the business relationship will be terminated. The following documentation will be required for the company security screening process to be conducted:
     1. Copy of company registration documentation;
     2. Copy(ies) of identity documentation of Director(s), Member(s) or Trustee(s);
     3. Copy of valid tax clearance certificate.
  2. **Security suitability check for individuals:** **the DALRRD** may, at its own discretion and in line with its policies and procedures, require employees of the supplier to be subjected to a security suitability check before commencement of a project or delivering of a service. The security suitability check is conducted by **the DALRRD** in order to ensure that individuals meet the minimum security requirements and also to verify personal information. The supplier will be required to replace any employee(s) who is found to be not suitable after the conduct of the security screening. The following documentation will be required for the security suitability check:
     1. Copy of identity document;
     2. Copy(ies) of qualification(s) if **the DALRRD** requires verification thereof;
     3. Fingerprints – will be taken electronically;
     4. Signed consent form for the conduct of background checks.
  3. **Security clearance:** A security clearance, issued by either the SSA or Defence Intelligence (DI) is required if any employee of the supplier will have or may gain access to classified information throughout the duration of the project or in the process of delivering a service. The level of security clearance required – **Confidential**, **Secret** or **Top Secret**, will be determined at the sole discretion of SITA. The supplier will have to replace any employee who do not qualify for a security clearance or is found not suitable by the SSA or DI. The following documentation will be required for the security clearance process:
     1. Completed Z204 or DD1057 security clearance application form;
     2. Fingerprints;
     3. Personal documentation of the applicant, including but not limited to, identity document, passport, marriage certificate (if applicable), divorce order (if applicable), qualifications, salary advice and bank statements.

#### Confidentiality and non -disclosure conditions

1. The Supplier, including its management and staff, must before commencement of the Contract, sign a non-disclosure agreement regarding Confidential Information
2. Confidential Information means any information or data, irrespective of the form or medium in which it may be stored, which is not in the public domain and which becomes available or accessible to a Party as a consequence of this Contract, including information or data which is prohibited from disclosure by virtue of:
   1. the Promotion of Access to Information Act, 2000 (Act no. 2 of 2000);
   2. being clearly marked "Confidential" and which is provided by one Party to another Party in terms of this Contract;
   3. being information or data, which one Party provides to another Party or to which a Party has access because of Services provided in terms of this Contract and in which a Party would have a reasonable expectation of confidentiality;
   4. being information provided by one Party to another Party in the course of contractual or other negotiations, which could reasonably be expected to prejudice the right of the non-disclosing Party;
   5. being information, the disclosure of which could reasonably be expected to endanger a life or physical security of a person;
   6. being technical, scientific, commercial, financial and market-related information, know-how and trade secrets of a Party;
   7. being financial, commercial, scientific or technical information, other than trade secrets, of a Party, the disclosure of which would be likely to cause harm to the commercial or financial interests of a non-disclosing Party; and
   8. being information supplied by a Party in confidence, the disclosure of which could reasonably be expected either to put the Party at a disadvantage in contractual or other negotiations or to prejudice the Party in commercial competition; or
   9. information the disclosure of which would be likely to prejudice or impair the safety and security of a building, structure or system, including, but not limited to, a computer or communication system; a means of transport; or any other property; or a person; methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme; the safety of the public or any part of the public; or the security of property; information the disclosure of which could reasonably be expected to cause prejudice to the defence of the Republic; security of the Republic; or international relations of the Republic; or plans, designs, drawings, functional and technical requirements and specifications of a Party, but must not include information which has been made automatically available, in terms of the Promotion of Access to Information Act, 2000; and information which a Party has a statutory or common law duty to disclose or in respect of which there is no reasonable expectation of privacy or confidentiality;
3. Notwithstanding the provisions of this Contract, no Party is entitled to disclose Confidential Information, except where required to do so in terms of a law, without the prior written consent of any other Party having an interest in the disclosure;
4. Where a Party discloses Confidential Information which materially damages or could materially damage another Party, the disclosing Party must submit all facts related to the disclosure in writing to the other Party, who must submit information related to such actual or potential material damage to be resolved as a dispute;
5. Parties may not, except to the extent that a Party is legally required to make a public statement, make any public statement or issue a press release which could affect another Party, without first submitting a written copy of the proposed public statement or press release to the other Party and obtaining the other Party's prior written approval for such public statement or press release, which consent must not unreasonably be withheld.

#### Guarantee and warranties

1. The supplier confirms that:
   1. The warranty of goods supplied under this contract remains valid for the duration of the contract after the goods were delivered, installed and commissioned with a sign off, including the client’s signature
   2. As at Commencement Date, it has the rights, title and interest in and to the Product or Services to deliver such Product or Services in terms of the Contract and that such rights are free from any encumbrances whatsoever;
   3. The Product is in good working order, free from Defects in material and workmanship, and substantially conforms to the Specifications, for the duration of the Warranty period;
   4. The warranty of goods supplied under this contract remains valid for according to the OEM/OSM policy;
   5. The service provider must extend the warranty of goods supplied for the duration of the contract;
   6. The Product is in good working order, free from Defects in material and workmanship, and substantially conforms to the Specifications, for the duration of the Warranty period;
   7. The Products is maintained during its Warranty Period at no expense to **the DALRRD**;
   8. The Product possesses all material functions and features required for **the DALRRD**’s Operational Requirements;
   9. The Product remains connected or Service is continued during the term of the Contract;
   10. All third-party warranties that the service provider receives in connection with the Products including the corresponding software and the benefits of all such warranties are ceded to **the**  **DALRRD** without reducing or limiting the Supplier’s obligations under the Contract;
   11. No actions, suits, or proceedings, pending or threatened against it or any of its third-party suppliers or sub-contractors that have a material adverse effect on the service provider’s ability to fulfil its obligations under the Contract exist;
   12. **The DALRRD** is notified immediately if it becomes aware of any action, suit, or proceeding, pending or threatened to have a material adverse effect on **the DALRRD**’s ability to fulfil the obligations under the Contract;
   13. Any Product sold to **the DALRRD** after the Commencement Date of the Contract remains free from any lien, pledge, encumbrance or security interest;
   14. **The DALRRD**’s use of the Product and Manuals supplied in connection with the Contract does not infringe any Intellectual Property Rights of any third party;
   15. The information disclosed to **the DALRRD** does not contain any trade secrets of any third party, unless disclosure is permitted by such third party;
   16. It is financially capable of fulfilling all requirements of the Contract and that the service provider is a validly organized entity that has the authority to enter into the Contract;
   17. It is not prohibited by any loan, contract, financing arrangement, trade covenant, or similar restriction from entering into the Contract;
   18. The prices, charges and fees to **the DALRRD** as contained in the Contract are at least as favourable as those offered by the service provider to any of its other customers that are of the same or similar standing and situation as **the** **DALRRD**; and
   19. Any misrepresentation by the service provider amounts to a breach of Contract.

#### Intellectual Property Rights

1. **The DALRRD** retains all Intellectual Property Rights in and to **the DALRRD** 's Intellectual Property. As of the Effective Date, the service provider is granted a non-exclusive license, for the continued duration of this Contract, to perform any lawful act including the right to use, copy, maintain, modify, enhance and create derivative works of **the DALRRD**'s Intellectual Property for the sole purpose of providing the Products or Services to **the DALRRD** pursuant to this Contract; provided that the service provider must not be permitted to use **the DALRRD**'s Intellectual Property for the benefit of any entities other than **the DALRRD** without the written consent of **the DALRRD**, which consent may be withheld in **the DALRRD**'s sole and absolute discretion. Except as otherwise requested or approved by **the DALRRD**, which approval is in **the DALRRD** 's sole and absolute discretion, the service provider must cease all use of **the DALRRD**'s Intellectual Property, at of the earliest of:
   1. termination or expiration date of this Contract;
   2. the date of completion of the Services; and
   3. the date of rendering of the last of the Deliverables
2. If so required by **the DALRRD**, the service provider must certify in writing to **the DALRRD** that it has either returned all **the DALRRD** Intellectual Property to **the DALRRD** or destroyed or deleted all other **the DALRRD** Intellectual Property in its possession or under its control.
3. **The DALRRD**, at all times, owns all Intellectual Property Rights in and to all Bespoke Intellectual Property.
4. Save for the license granted in terms of this Contract, the Supplier retains all Intellectual Property Rights in and to the Supplier’s pre-existing Intellectual Property that is used or supplied in connection with the Products or Services
5. Provide **the DALRRD** with the compliant Occupational Health and Safety File (required on site for period of installation and proof of compliance).

#### General

1. The supplier will be bound by Government Procurement: General Conditions of Contract.
2. (GCC) as well as this Special Conditions of Contract (SCC), which will form part of the signed contract with the Supplier. However, SITA reserves the right to include or waive the condition in the signed contract.
3. SITA/DALRRD reserves the right to:
   1. Negotiate the conditions, or
   2. Automatically disqualify a bidder for not accepting these conditions, or
   3. Before entering into a contract, conduct or commission an external service provider to audit or conduct probity to ascertain whether a qualifying bidder has the technical capability to provide the goods and services as required by this tender.
4. The parties in the agreement agree that the .
5. The requirements must be met a single solution and not multiple solution sold together

#### Counter Conditions

1. Bidders’ attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by bidders may result in the invalidation of such bids.

#### Fronting

1. The SITA supports the spirit of Broad Based Black Economic Empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the SITA will not condone any form of fronting.
2. The SITA, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry/investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector for a period not exceeding ten (10) years, in addition to any other remedies SITA may have against the bidder/contractor concerned.

#### Business Continuity and Disaster Recovery Plans

1. The bidder confirms that they have written business continuity and disaster recovery plans that define the roles, responsibilities and procedures necessary to ensure that the required services under this bid specification is in place and will be maintained continuously in the event of a disruption to the bidder’s operations, regardless of the cause of the disruption.

#### Supplier Due Diligence

1. **SITA/ DALRRD** reserves the right to conduct supplier due diligence prior to final award or at any time during the Contract period and this may include pre-announced / non-announced site visits. During the due diligence process the information submitted by the bidder will be verified and any misrepresentation thereof may disqualify the bid or Contract in whole or parts thereof.

#### Preference Goal Requirements conditions

1. The Bidder’s commitment for the Preference Goal Requirements in this tender will be legally binding and the Bidder needs to perform against their commitment for the duration of the contract which will form part of the Contractual Agreement.
2. The Bidder must sustain or improve the company’s BBBEE Level for the duration of the contact which will form part of the Contractual Agreement.
3. Performance of Preference Goal Requirements will be determined annually. Bidders must submit their Preference status report indicating progress against the Bidder’s Preferential commitments within 30 days of the yearly anniversary of the contract.
4. Bidders need to keep auditable substantive records / evidence and upon request by **SITA/ DALRRD** must be made available for audit and, or due diligence purposes.
5. **SITA** reserves the right to require from a Bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim with regards to preferences, in any manner required by **SITA/ DALRRD**.
6. **SITA** reserves the right to verify information / evidence provided by the Bidder.
7. **SITA/ DALRRD** reserves the right to introduce a **penalty of 1%** of the overall annual year spent by **SITA/ DALRRD** for the prior year if the Bidder fails to comply to **paragraphs (a), (b) and (c) above**.

### Declaration of compliance and acceptance SCC

I (we), the bidder hereby declare that I (we) accept ALL the Special Conditions of Contract as specified in par 4.3.1 above and shall comply with all stated obligations:

Name of Bidder:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Costing and Preference Points Evaluation (Stage 4)

### Costing and Pricing Conditions

1. In terms of the SITA Preferential Procurement Policy (PPP), the following preference point system is applicable **for this** Bid:
   1. the 80/20 system (80 Price, 20 Specific Goals) for requirements with a Rand value of up to R50 000 000 (all applicable taxes included)
2. The Bidder must complete **the 80/20 preference point system** based on the offer submitted by the Bidder and submit proof of documentation required in terms of this tender.
3. Points will be allocated for each of the **Preferential Goal Requirements** for this tender as indicated in **table 4.**
4. Points for this tender shall be awarded for:
   1. Price; and
   2. Preference points for specific goals.

**Table 4:** Points allocation

|  |  |
| --- | --- |
| **Description** | **Points**  **Table 7** |
| Price | 80 |
| Preference points for specific goals | 20 |
| Total points for Price and preference points for specific goals | **100** |

### Costing and Pricing Conditions

1. **SOUTH AFRICAN PRICING**

The total price must be VAT inclusive and be quoted in South African Rand (ZAR).

1. **TOTAL PRICE**
   1. Bidder will be bound by the following general costing and pricing conditions and SITA reserves the right to negotiate the conditions or automatically disqualify the bidder for not accepting these conditions:
   2. All quoted prices are the total price for the entire scope of required services and deliverables to be provided by the bidder.
   3. Provide prices for annual payment of software.
   4. Support (i.e. ad hoc support) and training will only be paid for after the support and training was provided
   5. The cost of delivery, labour, S&T, overtime, etc. must be included in this bid.
   6. All additional cost must be clearly specified.
   7. SITA reserves the right to negotiate pricing with the successful bidder prior to the award as well as envisaged quantities.
   8. These conditions will form part of the Contract between SITA and the bidder. However, **SITA or DALRRD** reserves the right to include or waive the condition in the Contract.
   9. **Bidders must complete and submit their Costing Proposal in Excel spreadsheet format.**
   10. The bidder must complete the declaration of acceptance as per **section 4.5** below by marking with an “X” either “ACCEPT ALL”, or “DO NOT ACCEPT ALL”, failing which the declaration will be regarded as “DO NOT ACCEPT ALL” and the bid will be disqualified.

### Bid Pricing Schedule

1. Bidders must complete the bid pricing schedule in the Excel spreadsheet format provided and include this as part their submission.

**Note:**

**Bidders must complete and submit bid pricing in the provided Excel spreadsheet format, and any pricing schedule submitted in a different format will not be considered.**

### Rate Of Exchange Pricing Information

Provide the TOTAL BID PRICE for the duration of Contract and clearly indicate the Local Price and Foreign Price, where –

* 1. **Local Price** means the portion of the TOTAL price that is NOT dependent on the Foreign Rate of Exchange (ROE) and;
  2. **Foreign Price** means the portion of the TOTAL price that is dependent on the Foreign Rate of Exchange (ROE).
  3. **Exchange Rate** means the ROE (ZA Rand vs foreign currency) as determined at time of bid.

### Bid Exchange Rate Conditions

The bidders must use the exchange rate provided below to enable SITA to compare the prices provided by using the same exchange rate:

**Table 5:** Bid Exchange Rate

|  |  |
| --- | --- |
| **Foreign currency** | **South African Rand (ZAR) exchange rate** |
| 1 US Dollar | **R18,15** |
| 1 Euro | **R19,06** |
| 1 Pound | **R23,03** |

## Declaration of Acceptance

|  | **ACCEPT ALL** | **DO NOT ACCEPT ALL** |
| --- | --- | --- |
| 1. The bidder declares to ACCEPT ALL the Costing and Pricing conditions as specified in **par 4.4.2** above by indicating with an “X” in the “ACCEPT ALL” column, or 2. The bidder declares to NOT ACCEPT ALL the Costing and Pricing Conditions as specified in **par 4.4.2** above by -    1. Indicating with an “X” in the “DO NOT ACCEPT ALL” column, and;    2. Provide reason and proposal for each of the condition not accepted. |  |  |
| **Comments by bidder:**  Provide the condition reference, the reasons for not accepting the condition. | | |

## PREFERENCE REQUIREMENTS

**4.6.1 INSTRUCTION AND POINT ALLOCATION**

1. **The bidder must complete in full all the PREFERENCE requirements.**
2. **Allocation of points per requirements:** The points allocation of bidders’ responses to the requirements will be determined by the completeness, relevance and accuracy of substantiating evidence.
3. **Points will be allocated for each PREFERENCE requirement as per the criteria set in table 7 based on the offer submitted by the Bidder.**
4. **The bidder must provide a unique reference number** (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, SITA reserves the right to treat substantiation evidence that cannot be located in the bid response, as “NOT COMPLY”. The evidence needs to be attached to **ANNEX A**.
5. **Preference Goal Requirements:**
   1. **The Bidder must complete the 80/20 preference point system based on the offer submitted by the Bidder and submit proof or documentation required in terms of this tender.**
   2. The specific Preferential Goal Requirements for this tender is indicated in **table 6** below.
   3. The Bidder **must** indicate their commitment to claim points for each of the preference points **by signing at par 4.5 in the Invitation to Bid document**.
   4. Failure on the part of a bidder to submit proof or documentation required or to comply to paragraph (d) above in terms of this tender to claim preference points for the **Preference Goal Requirements** for this tender, will be interpreted to mean that preference points are not claimed.
   5. The Bidder’s **commitment** for the **Preference Goal Requirements** in this tender will be **legally binding** and the Bidder needs to **perform against their commitment** for the duration of the contract which will form part of the Contractual Agreement.
   6. The Bidder **must sustain, or improve** the **company’s BBBEE Level** **for the duration of the contact** which will form part of the Contractual Agreement.
   7. **Performance of Preference Goal Requirements will be determined annually.** Bidders must submit their Preference status report to **the DALRRD** indicating progress against the Bidder’s Preferential commitments **within 30 days after each quarter from the commencement date of the contract**.
   8. Bidders need to keep auditable substantive records / evidence and upon request by **the DALRRD** must be made available for audit and, or due diligence purposes.
   9. **SITA/DALRRD reserves the right** **to** require from a Bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim with regards to preferences, in any manner required by SITA.
   10. **DALRRD reserves the right to** verify information / evidence provided by the Bidder.
   11. **DALRRD reserves the right to** introduce a **penalty of 1% of the overall annual year spent by DALRRD for the prior year** if the Bidder fails to comply to **paragraphs (e), (f) and (g) above.**

**Table 6: Preference Goal Requirements**

| **Preference Goal Requirement #** | **Preferential Goal Requirements** | **Preferential Goal Requirements**  **(Specific Goals)** | | |
| --- | --- | --- | --- | --- |
|  | **Preferential Goal Requirements allocated for this tender** | **Substantiating evidence and evidence reference to be completed by bidder.  Evaluation per requirement: Each requirement indicated in the table below must be completed and points will be allocated based on the evidence required below:** | | **Evidence reference for the** |
|  | **B-BBEE Requirements** |  | | |
| 1) | **B-BBEE Requirements**  Promotion of Transformational Objectives. | **Evidence:** The Bidder must provide a copy of the following relevant evidence for the Preferential Goal points which the Bidder qualifies for:   1. **Columns A, B, C and D in table 7:**   Copy of relevant proof of the following to confirm the B-BBEE status of the contributor as defined in the Broad-Based Black Economic Empowerment Act:   * + - * 1. ***B-BBEE certificate*** *(from a SANAS Accredited Agency);*   **or**  ***Sworn affidavit*** in the format provided by CIPC - ***Applicable to EMEs and QSEs only;***  **and/ or**   1. **Column D in tables 7:**   Copy of ***South African Identification Document (ID***);  **and/ or**   1. **Column E in table 7:**   Copy of ***Medical Certificate*** ***clearly indicating the disability in line with the B-BBEE status claimed as defined in the Broad-Based Black Economic Empowerment Act***.  **Note:**  The CIPC (Companies and Intellectual Property Commission) registration documents will also be used as evidence to confirm compliance to the Preferential procurement requirements as part of the evaluation process.  **Points allocation:** Points will be allocated for bidders that meets the requirements as indicated in **table 7 in section 4.6** | <provide unique reference to locate substantiating evidence in the bid response – **Annex A, section 5.5**> | |

**Table 7**: B-BBEE Points as part of the Preference Goal requirements (Preferential Goal Requirements for (80/20)system)

**Note: Bidder to select the section for points they wish to claim (Mark as Y=Yes) in the table below.**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | **Ownership** | | | |  |  |  |
|  | **Reference #** | **Contributor Level as defined in the Broad-Based Black Economic Empowerment Act** | **EME/QSEs** | **Black Owned (BO) (51% or more)** | **Black Woman Owned (BWO) (More than 30%)** | **Youth Owned** | **Owned by People living with disabilities** | **Score** | **Bidder to select the section for points they wish to claim (Mark as Y= Yes)** |  |
|  |  |
|  |  |  | **(A)** | **(B)** | **(C)** | **(D)** | **(E)** | **(F)** |  |  |
|  | **1** | **Level 1** | **6** | **4** | **4** | **4** | **2** | **20** |  |  |
|  | **2** | **Level 1** | **6** | **4** | **2** | **2** | 0 | **14** |  |  |
|  | **3** | **Level 1** | **6** | **4** | **2** | 0 | 0 | **12** |  |  |
|  | **4** | **Level 1** | **6** | **4** | 0 | 0 | 0 | **10** |  |  |
|  | **5** | **Level 2 and 3** | **4** | **2** | **1** | **1** | **1** | **9** |  |  |
|  | **6** | **Level 2 and 3** | **4** | **2** | **1** | **1** | 0 | **8** |  |  |
|  | **7** | **Level 2 and 3** | **4** | **2** | **1** | 0 | 0 | **7** |  |  |
|  | **8** | **Level 2 and 3** | **4** | **2** | 0 | 0 | 0 | **6** |  |  |
|  | **9** | **Level 4 and 5** | **2** | **1** | **0,5** | **0,5** | **0,5** | **4,5** |  |  |
|  | **10** | **Level 4 and 5** | **2** | **0,5** | **0,5** | **0,5** | 0 | **3,5** |  |  |
|  | **11** | **Level 4 and 5** | **2** | **0,5** | **0,5** | 0 | 0 | **3** |  |  |
|  | **12** | **Level 4 and 5** | **2** | **0,5** | 0 | 0 | 0 | **2,5** |  |  |
|  | **13** | **Level 6** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **14** | **Level 7** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **15** | **Level 8** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **16** | **Non-Contributor** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **Total Maximum Score Allocation:** | | **20** |  |  |  |  |  |  |  |

F= A+B+C+D+E

1. Bidder substantiating evidence

# Technical Mandatory Requirement Evidence

## Bidder Certification / Affiliation Requirements

**Attach** a copy of valid documentation letter/certificate/license) as proof that the Bidder is an Original Equipment Manufacturer (OEM)/Original Software Manufacturer (OSM) or an Accredited Reseller/ Partner/ Distributor to provide specified IT Service Management software. **here**.

**NOTE (1):**

Original Equipment Manufacturers (OEM)/Original Software Manufacturers (OSM) using reseller model are not eligible to participate for this bid

**NOTE (2)**:

SITA reserves the right to verify information provided.

## Bidder Experience and Capability Requirements

Complete table below, noting that:

* + - 1. The bidder must provide reference details from at least three (03) current South African companies / government institutions including departments with a workforce of over 2000 people, to whom the IT Service Management software was provided and supported in the last five (05) years from the publication of this bid
      2. Scope of work must be related.

**NOTE (1)**

The Bidder **must provide** the following information when completing **table 8:**

* 1. Company name; and
  2. Contact person, telephone **and/or** e-mail address; **and**
  3. Project scope of Work; **and**
  4. Project start and End date.

**NOTE (2):**

Failure to comply fully to the requirements as indicated above will result in disqualification.

**NOTE (3):**

SITA reserves the right to verify information provided.

Table 8: References

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No** | **Company Name** | **Reference Person Name, Tel and/or email** | **Project Scope of Work** | **Project start and end date** |
| 1 | <Company name> | <Person Name>  <Tel>  <email> | < Provide scope details of a project from a current South African company / government institution including department with a workforce of over 2000 people, to whom the IT Service Management software was provided and supported in the last five (05) years from the publication of this bid> | Start Date:  End Date: |
| 2 | <Company name> | <Person Name>  <Tel>  <email> | <Provide scope details of a project from a current South African company / government institution including department with a workforce of over 2000 people, to whom the IT Service Management software was provided and supported in the last five (05) years from the publication of this bid> | Start Date:  End Date: |
| 3 | <Company name> | <Person Name>  <Tel>  <email> | < Provide scope details of a project from a current South African company / government institution including department with a workforce of over 2000 people, to whom the IT Service Management software was provided and supported in the last five (05) years from the publication of this bid> | Start Date:  End Date: |

## Product/Service Functional Requirements

The Bidder must confirm that they comply with the Product/ Service Functional Requirements for the **implementation of the IT Service Management software by** completing and signing **Annex B**: **Addendum 1** and **attach it here**.

**NOTE (1):**

Failure to comply fully to the requirements as indicated above will result in disqualification.

**NOTE (2):**

SITA reserves the right to verify information provided.

1. **Special Conditions of Contract**

The Bidder **must accept ALL** the Special Conditions of Contract by completing and signing the declaration of Acceptance in the Declaration of Compliance and Acceptance under the Special Conditions **(Section 4.3.2)**.

**NOTE (1):**

Failure to **accept ALL** the Special Conditions of Contract will result in disqualification.

## Preferential Goal Requirements

The Bidder **must**:

* + - 1. **Preference Goal Requirements:**

Bidder to select the section for points they wish to claim (Mark as Y=Yes) in  **tables 7 in section 4.6**, dependant on which preference system the Bidder selects in line with **section 4.6; and**

Provide a copy of the following relevant evidence for the Preferential Goal points which the Bidder qualifies for as set out in **table 6** in **section 4.6** and **attach it here**:

* + 1. **Columns A, B, C and D in tables 7:**

Copy of relevant proof of the following to confirm the B-BBEE status of the contributor as defined in the Broad-Based Black Economic Empowerment Act:

* **B-BBEE certificate (from a SANAS Accredited Agency);**

**or**

* **Sworn affidavit in the format provided by CIPC - Applicable to EMEs and QSEs only;**

**and/ or**

* + 1. **Column D in table 7:**

Copy of **South African Identification Document (ID**):

**and/ or**

* + 1. **Column E in table 7:**

Copy of ***Medical Certificate*** ***clearly indicating the disability in line with the B-BBEE status claimed as defined in the Broad-Based Black Economic Empowerment Act***.

**Note:**

The CIPC (Companies and Intellectual Property Commission) registration documents will also be used as evidence to confirm compliance to the Preferential procurement requirements as part of the evaluation process.

* + - 1. **Indicate their commitment to claim points for each of the preference points by signing at par 4.5 in the Invitation to Bid document.**

**NOTE (1):**

**Failure on the part of a bidder to comply to paragraphs (1) and (2) above, will be interpreted to mean that preference points are not claimed.**

1. Product/Service functional Requirements ADDENDUM 1

**NB: The bidder must confirm that they comply with the following Product / Service Functional requirements as indicated below as this will be legal contractual binding:**

Table 9: Product/Service Functional Requirements

| **Technical Functionality Requirement** |
| --- |
| The IT Service Management software must have an Incident Management module. |
| The IT Service Management software must have email integration toAuto log and reference number response to the email address of the sender |
| The IT Service Management software must classify / prioritise incident and route to relevant support person |
| The IT Service Management software must enable Monitoring and Escalation:Enable an escalation procedure with automated email notifications |
| The IT Service Management software must have a survey questionnaire to rate quality of service rendered |
| The IT Service Management software must have a Self Service Portal which provides end users with 24/7 self-service accessibility |
| The IT Service Management software must have access to Frequently Asked Questions (FAQ) and Knowledge Base. |
| The IT Service Management software must have a Change and Release management module |
| The IT Service Management software must have a Configuration management / Event management / Assets Management that allows integration with any departmental discovery tools (e.g. SCCM) |
| The IT Service Management software must integrate with existing departmental IT monitoring tools SCOM, SCCM, Active Directory (AD) and Cisco Prime |
| The IT Service Management software must integrate with PBAX telephony |
| The IT Service Management software must integrate with network monitoring tools, and automatically log call, and notify relevant persons nominated by department |
| The IT Service Management software must have reports, and allow reports to be customised |

I, the bidder (Full names)………………………………………………………….representing (company name)…………………………………………………………….. hereby confirm that I comply with the above **Product/Service Functional Requirements** and understand that it will form part of the contract and is legally binding.

Thus done and signed at …………………………………….. on this………day of……………..….20….

………………………………

Signature Designation:

1. MIOS Certification Requirements

**Regulatory, Quality and Standards**

* 1. The Supplier must for the duration of the contract ensure compliance with ISO/IEC General Quality Standards, ISO27001, and Protection of Personal Information Act (POPIA).
  2. The Supplier must for the duration of the contract ensure that the proposed product or solution conform to the list of Government Minimum Interoperability Standards (MIOS).

**NOTE (1):**

Refer to the MIOS Certification requirements for this Bid Specification below, however it is not limited to these items identified. The requirements will be finalised during the contracting stage. The successful bidder needs to ensure compliance with the SITA requirements for the duration of the contract.

MIOS Certification requirements for this Bid Specification:

*C0201* *Web* *Transport*

C020101 Hypertext Transfer Protocol (HTTP/1.1) RFC 7230

*C0201* *Web* *Transport*

C020109 Upgrading to TLS within HTTP/1.1 (HTTPS)

RFC 2817

*C0202* *e-Mail* *Transport*

C020201 Simple Mail Transfer Protocol (SMTP) RFC 5321

*C0205* *Directory*

C020503 Lightweight Directory Access Protocol (LDAP) 