SACPCMP
The South African Council for the Project and Construction Management Professions
— CONSTRUCTING NEW PERSPECTIVES —

YOU ARE HEREBY INVITED TO BID (PROVIDE A QUOTATION) IN RESPECT OF PROFESSIONAL SERVICES REQUIRED BY THE SOUTH AFRICAN COUNCIL FOR THE PROJECT AND CONSTRUCTION MANAGEMENT PROFESSIONS (SACPCMP).		
BID DESCRIPTION	**REQUEST FOR PROPOSAL:** **Provision of IT managed services and support for a period of 3 years**	
BID NUMBER	**ICT/03/2025**	
NAME OF INSTITUTION	The South African Council for the Project and Construction Management Professions (SACPCMP)	
THE PLACE WHERE GOODS ARE TO BE DELIVERED/ WORKS OR SERVICES ARE REQUIRED	SACPCMP Offices 446 Rigel Avenue South Rigel Office Park Erasmusrand Pretoria	
COMPULSORY REQUIREMENTS	- Please note that failure to submit compulsory documents may lead to disqualification. - Only emailed submissions will be accepted.	
RFQ DISTRIBUTION DATE	**22 January 2025**	**09h00**
QUERIES CLOSING DATE	**7 February 2025**	**16h00**
RFQ CLOSING DATE	**14 February 2025**	**16h00**
CONTACT DETAILS	Electronic bids	Electronic bids should be submitted to Nokuthula Madlal tenders@sacpcmp.org.za
	Physical address	SACPCMP Offices 446 Rigel Avenue South Rigel Office Park Erasmusrand, Pretoria
	Email	tenders@sacpcmp.org.za
	Technical Queries (only)	Jubilee Phetogo Lekganyane phetogo.lekganyane@sacpcmp.org.za cc: tenders@sacpcmp.org.za
	Contact person	Admin Enquiries: tenders@sacpcmp.org.za
CATEGORY	To provide professional services as per the brief.	
SECTOR	Regulatory Council	
REGION	Gauteng Province	
COMPULSORY BRIEFING	Date	**4 February 2025**
	Time	**9h00 via teams**

	Venue	**Teams**

1. BACKGROUND

The South African Council for the Project and Construction Management Professions (SACPCMP) is a juristic person established by section 22 of the Project and Construction Management Professions Act (Act No.48 of 2000) which provides for statutory professional certification, registration and regulation of Project and Construction Management Professions to protect public interest. In line with the construction industry development initiatives, the Council continues to advance and promote the science and management practice of project and construction management thereby contributing towards promotion of the construction and built environment industries.

It further regulates the Project and Construction Management Professions to protect the public by identifying the type and scope of work, registering professionals and maintaining a national register of professionals who adhere to a Code of Conduct.

It also accredits Project and Construction Management programmes at tertiary educational institutions to ensure that graduates are employable within the industry upon completion of their studies and recognises Voluntary Associations who assist in the promotion of the professions under the SACPCMP (South African Council for the Project and Construction Management Professions) umbrella.

OPERATIONS

The SACPCMP operates in the Built Environment alongside the other five Councils being the South African Council for the Architectural profession (SACAP), the Engineering Council of South Africa (ECSA), The South African Council for the Landscape Architectural Profession (SACLAP), The Council for the Quantity Surveying Profession (SACQSP) and the South African Council for the Property Valuers Profession (SACPVP). The National Minister of Public Works is the Executive Authority of the Council and communicates with the Council through the CBE, which is the overarching body that co-ordinate the activities of all the five Built Environment Councils.

2. OVERVIEW OF THE SACPCMP IT ENVIRONMENT

Number of users:
70
How many locations do users work from?
2 – Office / Home (remote)
Do users work remotely?
Yes
How man PC's and laptops?
70
How many mobile devices?
Miscellaneous; not currently formalised or managed.

Is it a PC environment?
Yes.
How many servers?
3 Servers Hosted, Production and in Disaster Recovery (DR)
Where are those servers located?
Hosted At Cloud Provider -
Explain the network environment.
Local Network – single site based at 446 Rigel Avenue South, Rigel Office Park, Block A Section Second Floor, Erasmusrand
Core cisco switch
POE switches for the phones
IPSEC tunnel to Hosted Site
PABX (Fortinet) is hosted at Colocation site at Current Service Provider and IPsec back to On-prem,

What is the backup process?
Veeam backup Daily 14 Snapshots, 1 Monthly Replicated to DR keeling 14 Snapshots
AntiVirus
Security Manager AV Defender
Remote Monitoring and Management
N-Central RMM services
Current hardware and software?
On-Prem is local Physical Active Directory server running Hyper-V, Server OS 2016
Who is currently providing technical support and guidance?
Third Party Service Provider
Are there any ad hoc or custom solutions that have been implemented that a vendor should be aware of?
  MyMembership – Membership management database, supported by another party.

3. SCOPE OF WORK

The SACPCMP operates a Windows-based network infrastructure with Microsoft 365 as its productivity suite. To ensure efficiency, security, and reliability, the SACPCMP seeks a qualified partner to provide the following services:
Network Support: 24/7 monitoring, management, and troubleshooting.
Security Services: Cybersecurity measures, vulnerability management, and compliance.
Hardware Maintenance: Inspections, updates, and repairs of devices and servers.
Software Support: Updates, patches, and system upgrades.
Troubleshooting and Repairs: Prompt resolution of technical issues.
Backup and Disaster Recovery: Reliable data protection and continuity solutions.
Support will combine remote and onsite efforts, covering key domains critical to operational efficiency, compliance, and scalability.

The SACPCMP requires IT services across the following ten (10) key domains to ensure operational efficiency, compliance, and scalability:
i. Active Directory Support and Maintenance

- Provide ongoing support for Active Directory (AD) infrastructure.

- Perform regular updates, audits, and health checks to ensure optimal performance.
- Plan and execute a migration to Azure Active Directory (Azure AD) to enhance scalability and cloud integration capabilities.

ii. IT Advisory and Governance

- Implement and maintain IT Governance Frameworks in line with COBIT 2019.
- Provide advisory services on Governance, Risk, and Compliance (GRC).
- Align IT operations with SACPCMP's strategic objectives and regulatory requirements.

iii. Strategic IT Initiatives

- Develop and execute Business Continuity Management (BCM) and Disaster Recovery (DR) plans.
- Support the execution of annual IT strategic projects to enhance infrastructure, security, and service delivery.

iv. IT Infrastructure Management

- Proactively monitor network, servers, and endpoint devices.
- Maintain and manage hardware and software lifecycles.
- Administer hybrid server environments (on-premises and cloud-based systems).
- Ensure data backup and disaster recovery processes align with ISO 22301 standards.

v. Network Support and Maintenance

- Provide comprehensive network support, including troubleshooting and upgrades.
- Monitor network performance to ensure optimal operation and identify potential issues.
- Implement network security measures to safeguard organisational data and infrastructure.
- Perform regular audits and updates to ensure compliance with security and operational standards.

vi. Cybersecurity Services

- Design and implement cybersecurity solutions, including:

  - Firewall configuration and management.
  - Endpoint protection, encryption and antivirus solutions.
  - Email security protocols to mitigate phishing and spam threats.
  - Always-ON VPN: Implement and maintain an Always-ON VPN for seamless, persistent connectivity to the corporate network, ensuring automatic access, policy enforcement, encryption, and compliance with SACPCMP's security standards.

- Provide proactive threat detection, incident response, and recovery.

vii. End-User Support Services

- Operate an ITIL-compliant service desk for issue resolution.
- Provide remote and onsite support during business hours, with after-hours support in exceptional cases.
- Manage end-user devices, including desktops, laptops, and mobile devices.
- Desktop Standardisation: Implement a standardised desktop environment with uniform OS images, approved applications, security settings, and device management to enhance consistency, security, and efficiency.
- Enable secure remote access and collaboration tools for SACPCMP staff.

viii. Software and System Support

- Deliver comprehensive support for Microsoft 365 suite and related tools.
- Provide data archiving and management services, including for third-party systems such as SAGE Evolution.
- Perform regular patch management and software updates to ensure system integrity and security.

ix. Monitoring and Reporting

- Ensure adherence to established Service Level Agreements (SLAs).
- Facilitate regular service management discussions to review performance and address issues.
- Provide comprehensive reporting, including:

  - Monthly operational reports on system performance, incidents, and resolutions.
  - Quarterly strategic updates detailing progress on key projects and alignment with objectives.
  - Annual reports summarising overall IT performance, risks addressed, and plans for improvement.

x. Service Level Agreement (SLA) Management

- Establish and enforce measurable SLAs aligned with SACPCMP's objectives.
- Submit regular SLA performance and compliance reports on a monthly, quarterly, and annual basis. These reports should cover:

  - Adherence to SLA commitments.
  - Performance metrics for critical systems, including network infrastructure, backup systems, security tools, and end-user devices.
  - Key achievements, risks, and areas requiring improvement.
  - Comprehensive summaries for leadership review, highlighting trends and actionable insights for decision-making.

- Provide monthly performance reports for systems, covering:

  - Microsoft 365 Suite.
  - Network Infrastructure.
  - Backup and Disaster Recovery Systems.
  - Security Systems (firewalls, antivirus, email security).

- o End-user Devices.

- Facilitate service management discussions to address performance issues.

- Provide real-time monitoring insights and strategic updates on a quarterly basis.
- Develop a comprehensive service catalogue detailing all IT services provided, including descriptions, service levels, and escalation procedures.

xi. Key Deliverables

The appointed service provider will deliver:
1. **Governance Frameworks:** IT Governance aligned with COBIT 2019 and other recognised standards.
2. **Strategic Execution:** Fully implemented BCM and DR solutions.
3. **Operational Efficiency:** Optimised IT infrastructure and effective end-user support services.
4. **Cybersecurity Posture:** Proactive and robust measures to mitigate risks and threats.
5. **Scalability and Workforce Adaptation:** IT solutions that adapt to SACPCMP's growth and evolving workforce requirements, enabling remote work and collaboration.
6. **Network Security and Performance:** Reliable and secure network operations ensuring continuous service availability.
7. **Comprehensive Reporting:** Regular and actionable insights into IT operations and performance.

xii. International Standards Alignment

The service provider must adhere to internationally recognised standards to ensure high-quality service delivery:
- **ISO 27001** for Information Security Management Systems.
- **COBIT 2019** for IT Governance and Management.
- **ITIL 4** for IT Service Management.
- **ISO 22301** for Business Continuity Management.

4. MANDATORY REQUIREMENTS

GENERAL MANDATORY REQUIREMENTS

4.1. Quotations will be disqualified or excluded under the following conditions:

4.1.1 Quotations submitted to an incorrect email address
4.1.2 Quotations submitted after the deadline
4.1.3 Service Providers whose tax matters are not in order at the time when SACPCMP makes an appointment.
4.1.4 Not including a valid original tax clearance
4.1.5 Not including a valid CSD certificate

5 MINIMUM FUNCTIONAL REQUIREMENTS

The service provider should meet the following minimum requirements:

General Requirements

5.1 Deliver IT services aligned with SACPCMP's objectives and international standards (ISO 27001, COBIT 2019, ITIL 4, ISO 22301).
5.2 Cater to modern workforce needs, including remote access, collaboration tools, and cybersecurity.

Experience and qualifications

5.3 Minimum of five years of experience delivering managed IT services to organisations of similar size and complexity.
5.4 At least three verifiable references from completed projects within the last five years, with contact details and project descriptions including the project period (i.e. indicating the start and end date of the project).
5.5 Proven track record in deploying and managing IT governance frameworks, including COBIT and ITIL.
5.6 Familiarity with South African regulatory requirements and experience ensuring POPIA compliance in IT operations.
5.7 Ability to deliver continuous improvement initiatives that enhance IT efficiency and user satisfaction.
5.8 Proposed team members must hold relevant certifications (e.g., Fortinet NSE, CISSP, ITIL, Microsoft certifications, CompTIA Security+, AWS Certified Solutions Architect, Certified Ethical Hacker (CEH), VMware Certified Professional, Cisco CCNA/CCNP, and Azure Fundamentals) and have demonstrable expertise in:
5.8.1 End-user support and IT service management.
5.8.2 Active Directory and Azure AD management.
5.8.3 Governance, Risk Management, Cybersecurity and compliance.
5.8.4 Network infrastructure and security.

Technical Capability

5.9 Demonstrated ability to manage Active Directory, including a planned migration to Azure AD.

5.10 Proven expertise in maintaining and supporting:
    5.10.1 Network infrastructure (LAN, WAN, Wi-Fi).
    5.10.2 Backup and disaster recovery systems with defined RPO and RTO metrics.
    5.10.3 Advanced cybersecurity measures, including firewalls, endpoint protection, and email security.
    5.10.4 Capacity to provide ITIL-compliant end-user support services

Technical Requirements

5.11 **Active Directory Management**: Support existing AD, plan migration to Azure AD, and optimise directory services.

5.12 **Network Infrastructure**: Monitor performance, ensure security (VLAN, firewalls, Always-ON VPN), and support LAN/WAN/Wi-Fi.

5.13 **Cybersecurity**: Deploy threat detection, email security, and conduct regular audits.

5.14 **Backup and Recovery**: Implement tested backups with defined RPO/RTO and a Disaster Recovery Plan.

5.15 **End-User Support**: Provide ITIL-compliant support for devices and secure remote access.

5.16 **Desktop Standardisation:** Implement a standardised desktop environment with uniform OS images, approved applications, security settings, and device management to enhance consistency, security, and efficiency.

5.17

Reporting and Monitoring

5.18 Monthly, quarterly, and annual reports on SLA adherence, incidents, system uptime, and cybersecurity.

5.19 Real-time monitoring with critical alerts.

5.20 Detailed service catalogue.

Collaboration and Scalability

5.21 Integrate with existing systems (Microsoft 365, SAGE Evolution).

5.22 Provide scalable solutions for growth.

5.23 Support seamless in-office and remote collaboration.

Compliance and Governance

5.24 Ensure regulatory and POPIA compliance.

5.25 Align with SACPCMP's governance frameworks.

5.26 Key Performance Indicators (KPIs)

5.27 Meet SLA incident response and resolution times.

5.28 Ensure 99.9% system uptime.

5.29 Achieve high user satisfaction scores.

5.30 Fulfil RPO and RTO metrics.

Implementation Plan

5.31 Transition systems, train staff, and mitigate risks.

5.32 Provide regular updates on progress.

Innovation and Future-Readiness

    5.33   Include emerging technologies like AI and automation.

    5.34   Propose cloud-ready, efficient solutions.

    5.35   Support SACPCMP's digital transformation.

6   SPECIAL CONDITIONS

6.1   All enquiries must be made in writing to tenders@sacpcmp.org.za, during office hours between 09h00 and 16h30.

6.2   SACPCMP reserves the right not to consider any Quotation not fully completed.

6.3   By accepting to take part in the Quotation process, you agree to keep in confidence all information imparted to you in relation with the Quotation process, not to disclose it to third parties and not to use it for other purpose than the Quotation.

6.4   The Respondent is responsible for all costs incurred in the preparation and submission of the Quotation.

6.5   A copy/s of any affiliations, memberships and/or accreditations that support your submission must be included in the Quotation.

6.6   Kindly note that SACPCMP is entitled to:

6.6.1   Amend any RFQ conditions, validity period, specifications, or extend the closing date and/or time of RFQ's before the closing date. All Respondents, to whom the RFQ documents have been issued, will be advised in writing of such amendments in good time.

6.6.2   Verify any information contained in a Quotation.

6.6.3   Not appoint any bidder.

6.6.4   Vary, alter, and/or amend the terms of this RFQ, at any time prior to the finalisation of its adjudication hereof.

6.6.5   Disqualify Quotations that contain an omission of disclosure of material information, that is factually inaccurate, and/or contains a misrepresentation.

6.6.6   Not accept the lowest Quotation or any Quotation in part or in whole. The SACPCMP normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose Quotation is technically acceptable and/or financially advantageous to the SACPCMP.

6.6.7   Appointment as a successful contractor shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement within 30 (thirty) days from the appointment date, the SACPCMP shall be entitled to appoint the contractor who was rated 2nd (second), and so on.

6.6.8   Cancel or withdraw from this RFQ as a whole or in part without furnishing reasons and without attracting any liability.

6.6.9   This Quotation and its acceptance shall be subject to the terms and conditions contained in this RFQ document.

7 QUOTATION

7.1 Email Quotations should be submitted by **16h00 on TBC** the following email addresses: tenders@sacpcmp.org.za

8 BID EVALUATION:

8.1 Technical Evaluation

For a bidder to proceed to the next evaluation phase they must score at least 70 on the technical evaluation.

Technical Evaluation Criteria

	Criteria	Scoring Guidelines	Points
1	**Company Experience** • The bidder must demonstrate experience in delivering IT management services to organisations of a similar size and complexity. • Reference letters must detail the scope of services provided, highlighting key achievements and successful outcomes. • Reference letters must be for work done within the last five (5) (including project start and end date) from the date of submission of the proposal.	**Points will be allocated as follows:** • 3 or more compliant reference letters= 9 points • 2 compliant reference letters = 6 points • 1 compliant reference letter = 3 points • No compliant reference letter = 0 points	9
2	**Team Experience** The bidder's key personnel must have relevant qualifications, skills, and experience in Managed IT Service functions. Qualifications and proof of documents must be attached, including CVs, training certificates, and team composition. **NB: Qualifications and proof of other documents must be attached.** The bidders must submit, as part of its proposal, the following: • The structure and composition of the proposed team, clearly outlining the main disciplines/ specialties (based on the scope of work) of this service and the key	**Points will be allocated as follows: (Critical IT Services)** **1. Cybersecurity** • 9+ year experience, Fortinet NSE, CISSP, CEH, Security+, OSCP, CISM, ISO 27001 certifications, and extensive expertise in relevant service areas = 4 points • 7-8 year experience, 3 Fortinet NSE, CISSP, CEH, Security+, OSCP, CISM, ISO 27001 certifications, and extensive expertise in relevant service areas = 2 points • 5-6 year experience, 2 Fortinet NSE, CISSP, CEH, Security+, OSCP, CISM, ISO 27001 certifications, and extensive	16

personnel responsible for each specialty. Please refer to **Annexure A** of this document for the format in which the required information must be provided. • Detailed CVs of the key personnel; and the CVs must clearly highlight relevant IT skills, areas of competence and years of experience relevant to the tasks and objectives of this service request as outlined in this RFP. • Copies of relevant training certificates	expertise in relevant service areas = 1 point • Less than 5 year experience, no certifications, and no demonstrable expertise in relevant service areas = 0 points **2. Network Management** • 9+ year experience, Fortinet Network Security Expert (NSE) 7, MS Certified: Azure Security Engineer Associate (AZ-500), CCNA/CCNP certifications, and extensive expertise in relevant service areas = 4 points • 7-8 year experience, 3 Fortinet Network Security Expert (NSE) 7, MS Certified: Azure Security Engineer Associate (AZ-500), CCNA/CCNP certifications, and extensive expertise in relevant service areas = 3 points • 5-6 year experience, 2 Fortinet Network Security Expert (NSE) 7, MS Certified: Azure Security Engineer Associate (AZ-500), CCNA/CCNP certifications, and extensive expertise in relevant service areas = 1 points • Less than 5 year experience, no certifications, and no demonstrable expertise in relevant service areas = 0 points **3. Business Resilience (Disaster Recovery and Backup Management** • 9+ year experience, Veeam Certified Engineer (VMCE), Certified Business Continuity Professional (CBCP), ISO 22301 Lead Implementer (Business Continuity Management Systems) certifications, and extensive expertise in relevant service areas = 4 points • 7-8 year experience, 3 Veeam Certified Engineer (VMCE), Certified Business Continuity Professional (CBCP), ISO	

22301 Lead Implementer (Business Continuity Management Systems) certifications, and extensive expertise in relevant service areas)= 3 points
- 5-6 year experience, 2 Veeam Certified Engineer (VMCE), Certified Business Continuity Professional (CBCP), ISO 22301 Lead Implementer (Business Continuity Management Systems) certifications, and extensive expertise in relevant service areas = 1 points
- Less than 5 year experience, no certifications, and no demonstrable expertise in relevant service areas = 0 points

4. Project Management and Service Delivery

- 9+ year experience, Project Management Professional (PMP), Certified ScrumMaster (CSM), PRINCE2 Practitioner, Agile Certified Practitioner (PMI-ACP), COBIT 2019 Foundation/Implementation certifications, and extensive expertise in relevant service areas = 4 points
- 7-8 year experience, 3 Project Management Professional (PMP), Certified ScrumMaster (CSM), PRINCE2 Practitioner, Agile Certified Practitioner (PMI-ACP), COBIT 2019 Foundation/Implementation certifications, and extensive expertise in relevant service areas= 3 points
- 5-6 year experience, 2 Project Management Professional (PMP), Certified ScrumMaster (CSM), PRINCE2 Practitioner, Agile Certified Practitioner (PMI-ACP), COBIT 2019 Foundation/Implementation certifications, and extensive expertise in relevant service areas = 1 point
- Less than 5 year experience, no certifications, and no demonstrable expertise in relevant service areas = 0 points

		Points will be allocated as follows: (Rudimentary IT Services) ▪ **Desktop Support** • 5+ year experience, A+, N+ and extensive expertise in relevant service areas = 5 points • 3-4 year experience, 2 certifications (A+, N+), and substantial expertise in relevant areas = 3 points • 1-2 year experience, 1 certification (A+, N+), and basic expertise in relevant areas 1 points • Less than 1 year experience, no certifications, and no demonstrable expertise in relevant service areas = 0 points ▪ **Service Desk** • 5+ year experience, ITIL and extensive expertise in relevant service areas = 5 points • 3-4 year experience, 2 certifications (ITIL), and substantial expertise in relevant areas = 3 points • 1-2 year experience, 1 certification (ITIL), and basic expertise in relevant areas = 1 point • Less than 1 year experience, no certifications, and no demonstrable expertise in	10

		relevant service areas = 0 points	
3.	**Data Centre Requirements**	**Points will be allocated as follows:** • Tier IV – 5 points • Tier III – 3 points • Tier II and I – 0 points	5
4.	**Implementation Plan** The bidder must provide a detailed project plan covering the following key areas: 1. **Project Management Methodology**: Include specific processes, frameworks, and tools that will be used to manage the project effectively. 2. **Project Phases**: Define clear phases, including initiation, planning, execution, monitoring, and closure, with associated timelines and deliverables for each phase. 3. **Key Activities:** Specify milestones, resource allocation, and activities necessary to achieve project goals. 4. **Reporting Mechanisms:** Detail the frequency and format of progress reports, highlighting issues, resolutions, and overall project performance.	**Points will be allocated as follows:** • Project plan with all (4) implementation plan areas addressed with a project methodology, = 20 points • Project plan with (3) implementation plan areas addressed with a project methodology, = 14 points • Satisfactory: Project plan with (2) implementation plan areas addressed with no project methodology = 6 points • Non-responsive: No project plan = 0 points	20
5.	**Risk Management Strategies:** Outline potential risks, their impact, mitigation strategies, and contingency plans. • Describe business continuity plan in place • Assess the materiality and risks of the cloud arrangements • Assess the resilience requirements of the service and data hosted in	• Fully meets all requirements: 5 • Does not meet requirements: 0	5

	the cloud and develop resilience options		
6.	**Service provider DATA Security** controls in place on the following 1. Configuration management 2. Encryption & key management 3. Identity & access management (especially privileged access); monitoring of 'insider threats' (incl. contractors, secondees, and sub-outsourced service providers). 4. Access & activity logging 5. Incident detection & response 6. Loss prevention & recovery 7. Data segregation; operating system, 8. Network, and firewall configuration. 9. Staff training. 10. Control monitoring. 11. Policies & procedures. 12. Data deletion 13. POPIA Compliance	• Service provider to provide evidence of effective use/understanding of the controls in place for all the areas – 10 • Service provider described the controls in place for less than 13 but more than 8 areas - 5 • Service provider described the controls in place for less than 8 but more than 4 areas - 3 • Service provider described the controls in place for 3 and less areas - 1 • Non-responsive: = 0 points	10
7.	The bidder must specify how the proposed solution will meet SACPCMP's business requirements and align with the scope of work as outlined in the Scope of Work.	**The bidder must respond as directed on Annexure B Response:** • Response meets all ten (10) requirements in the scope of work (SOW).	25
		• Response will be deemed to be non-compliant if it does not meet all ten SOW requirements.	0
	Total		100

Bidders will be required to score 70 points and above to move to the second phase of evaluation.

2nd Phase of Evaluation

The evaluation phase will be evaluated as follows:

Description	Number of points for preference
Price	80
Specific goals	**Number of points for preference**

More than 30% black shareholding or owned enterprise.	10
More than 30% woman or women shareholding or owned enterprise.	2
More than 30% youth shareholding or owned enterprise.	2
More than 30% of people living with disability shareholding or owned enterprise.	1
RDP Goals	
SMMEs	5

9 **Quotation Price**

These requirements are only minimum requirements. It is required that Service provider familiarise himself/herself with the details of the services/ supplies to be able for him/her to quote accordingly. The quoted price must be in South African Rands and be inclusive of 15% VAT.

9.1 **PRICING SCHEDULE**

PROJECT STRUCTURE (please include delivery costs, if any)						
ITEM NO	ITEM DESCRIPTION	QTY	Price	Monthly cost (if applicable)	Annual costs	3-year cost
1						
2						
3						
4						
5						
6						

Please indicate how the line items above are factored into your costing breakdown of services.

NB: Validity period for this RFQ should be at least 3 Months from the date of submission.

10 **General Conditions of Contract**

General Conditions of Contract (GCC) as per National Treasury will apply. Service providers must familiarise themselves with these conditions as they will be

applicable throughout the duration of the contract period.

11   Evaluation Criteria

Quotations received will be evaluated according to the prescriptions of the Preferential Procurement Regulations 2022 issued on 4 November 2022 pertaining to the Act and the SACPCMP Procurement Policy determined within the framework of the Act. The 80/20 preference point system will apply.

12   Contract Management

The Service Provider will be required to sign a Standard Contract based for the duration and value of services.

_____   _____

Authorised Bidder's Signature   **Date**

PLEASE NOTE

1. Any quotation submitted after the closing date and time shall **NOT** be considered.
2. Ensure that your Quotation/ quotation clearly covers **ALL** the above aspects of the RFQ.
3. **DO NOT** include insurance to your quote as SACPCMP provides its own insurance.
4. **ALL QUOTATIONS and ENQUIRIES** are to be addressed to the respective person stipulated on the Request for Quotation **in Supply Chain Management Department**.
5. The SACPCMP reserves the right to cancel the procurement process at any time without notice, and not issue the order.
6. Conditional quotations will be subject to SACPCMP acceptance and approval processes.

7. It is no longer compulsory for bidders to submit SBD 4, 8 & 9 together with this RFQ on the stipulated closing date.
8. The SACPCMP shall request the preferred bidder / service provider to complete and submit SBD 4, 8 & 9 before any awards are finalised. The SBD form shall be valid for a period of twelve (12) months from the date submitted. The onus will rest with the service provider who has been awarded the services to inform SACPCMP of any changes to the information provided on such SBD forms. Failure to do so will result in misrepresentation of facts/ information and may results in SACPCMP terminating the service or contract.
9. Payment terms: compliant invoices will be processed within 30 days after receipt.

SBD 6.1

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids/ Quotations:

- the 80/20 system for requirements with a Rand value of above R30,000 and up to R50 000 000 (all applicable taxes included); and

- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 The value of this bid cannot exceed an estimated amount of R50 000 000 (including all applicable taxes) and therefore the 80/20 preferential procurement point system shall be applicable.

1.3 Preference points for this bid shall be awarded for:

(a) Price; and

(b) (b) Specific preference points

1.4 The maximum points for this bid/ Quotation are allocated as follows:

Description	Number of points for preference
Price	80
Specific goals	**Number of points for preference**
More than 30% black shareholding or owned enterprise.	10
More than 30% woman or women shareholding or owned enterprise.	2
More than 30% youth shareholding or owned enterprise.	2

More than 30% of people living with disability shareholding or owned enterprise.	1
RDP Goals	
SMMEs	5
TOTAL	**100**

1.6   Any specific goal for which a point may be awarded must be clearly specified in the invitation to submit a tender.

1.7   Tenderer failing to submit proof of required evidence to claim preferences for other specified goals, may only score in terms of the 80 or 90 points for price; and scores points out of 20 or 10 points, the relating to specific goals stated in the invitation to submit a tender

1.8   The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim deemed fit in any manner required by the purchaser.

2.   DEFINITIONS

"Black People"	has the meaning assigned to it in section 1 of the Broad Based Black Economic Empowerment Act.
"Disability"	means in respect of a person, a permanent means, in respect of a person, a permanent impairment of a physical, intellectual, or sensory function, which results in restricted, or lack of, ability to perform an activity in the manner, or within the range, considered normal for a human being.
"Highest acceptable tender"	means a tender that complies with all specifications and conditions of tender and that has the highest price compared to other tenders
"Historically Disadvantaged Individual (HDI)"	means a South African citizen: who, due to the apartheid policy that had been in place, had no franchise in national elections prior to the introduction of the

	Constitution of the Republic of South Africa, 1983 (Act No 110 of 1983) or the Constitution of the Republic of South Africa, 1993, (Act No 200 of 1993) ("the Interim Constitution); and/or who is a female; and/or who has a disability: provided that a person who obtained South African citizenship on or after the coming to effect of the Interim Constitution, is deemed not to be a HDI
"People with disabilities"	In terms of the Code of Good Practice on the Employment of Persons with disabilities: it is persons who have a long-term or recurring physical or mental impairment, which substantially limits their prospects of entry into, or advancement in employment
"Price"	means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
"SMMEs"	means small businesses; as defined in section 1 of the National Small Business Act, 1996 (Act No 102 of 1996) a separate and distinct business entity, including co-operative enterprises and non-governmental organisations, managed by one owner or more which, including its branches or subsidiaries, if any, is predominantly carried on in any sector or sub sector of the economy mentioned in Column I of the Schedule and which can be classified as a micro-, a very small, a small or a medium enterprise by satisfying the criteria 40 mentioned in columns 3; 4 and 5 of the' Schedule opposite the smallest relevant

	size or class as mentioned in column 2 of the Schedule.
"Specific goals"	means specific goals as contemplated in section 2(1)(d) of the Act which may include contracting with persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender and disability including the implementation of programmes of the Reconstruction and Development Programme as published in Government Gazette No. 16085 dated 23 November 1994;
"Tender"	means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
"Youth"	means persons between the ages of 14 and 35 as the National Youth Development Agency Act 54 of 2008.

(a) **"B-BBEE"** means Broad-Based Black Economic Empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;

(b) "**B-BBEE status level of contributor**" means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad- Based Black Economic Empowerment Act;

(c) **"bid"** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or Quotations;

(d) **"Broad-Based Black Economic Empowerment Act"** means the Broad- Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);

(e) **"EME"** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;

(f) **"functionality"** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.

(g) **"prices"** includes all applicable taxes less all unconditional discounts;

(h) **"proof of B- BBEE status level of contributor"** means:

1) B-BBEE Status level certificate issued by an authorised body or person;
2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
3) Any other requirement prescribed in terms of the B-BBEE Act;

(i) **"QSE"** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;

(j) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS
A maximum of 80 or 90 points is allocated for price on the following basis:

80/20   **or**   **90/10**

$$Ps = 80\left(1 - \frac{Pt - Pmin}{Pmin}\right) \quad \text{or} \quad Ps = 90\left(1 - \frac{Pt - Pmin}{Pmin}\right)$$

Where-

Ps	=	Points scored for price of bid under
Pt	=	Price of bid under consideration
Pmin	=	Price of lowest acceptable bid

4. POINTS AWARDED FOR SPECFIC PREFERENTIAL GOALS

Specific goals	Number of points for preference
More than 30% black shareholding or owned enterprise.	10
More than 30% woman or women shareholding or owned enterprise.	2
More than 30% youth shareholding or owned enterprise.	2
More than 30% of people living with disability shareholding or owned enterprise.	1
RDP Goals	
SMMEs	5
TOTAL	**20**

7. SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted? (*Tick applicable box*)

YE		NO	

7.1.1. If yes, please indicate:

    i)   What percentage of the contract will be subcontracted...........………………%
    ii) The name of the sub-contractor……………………………………………………..
    iii) The B-BBEE status level of the sub-contractor.............................……………..
    iv) Whether the sub-contractor is an EME or QSE *(Tick applicable box)*

YE		NO	

    v)   Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations,2017:

Designated Group: An EME or QSE which is at last 51% owned by:	EME √	QSE √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

8.   **DECLARATION WITH REGARD TO COMPANY/FIRM**

8.1   Name of company name
firm…………………………………………………………….

8.2   VAT registration
number……………………………………………………………………

8.3   Company registration
number…………………………………………………………….

8.4   TYPE OF COMPANY/ FIRM [TICK APPLICABLE BOX]

   ☐   Partnership/Joint Venture / Consortium
   ☐   One-person business/sole propriety
   ☐   Close corporation
   ☐   Company
   ☐   (Pty) Limited

8.5   DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

   ………………………………………………………………………………………………
   ………………………………………………………………………………………………

8.6   COMPANY CLASSIFICATION [TICK APPLICABLE BOX]

   ☐   Manufacturer
   ☐   Supplier
   ☐   Professional service provider
   ☐   Other service providers, e.g. transporter, etc.

8.7   Total number of years the company/firm has been in
business……………………

8.8   I/we, the undersigned, who is / are duly authorised to do so on behalf of the
company/firm, certify that the points claimed, based on the B-BBE status level of
contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificates,
qualifies the company/ firm for the preference(s) shown and I / we acknowledge
that:

   i)   The information furnished is true and correct.

   ii) The preference points claimed are in accordance with the General
        Conditions as indicated in paragraph 1 of this form.

   iii) In the event of a contract being awarded as a result of points claimed as
        shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish
        documentary proof to the satisfaction of the purchaser that the claims are
        correct.

iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

    (a) disqualify the person from the bidding process.

    (b) recover costs, losses, or damages it has incurred or suffered as a result of that person's conduct.

    (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation.

    (d) recommend that the bidder or contractor, its shareholders, and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and

    (e) forward the matter for criminal prosecution.

<table>
<tr>
<td>

WITNESSES

1……………………………………..

2…………………………………………

</td>
<td>

…………………………………………

SIGNATURE(S) OF BIDDERS(S)

DATE: ………………………….

ADDRESS: ………………………..

</td>
</tr>
</table>

ANNUXERES

Annexure A: Team Member Details and Certifications / Proposed Team Members' Information

Team Member Name	Role/Position	Years of Experience	Relevant Certifications	Demonstrable Expertise
Joe Soap	Network Engineer	10 years	Cisco CCNA, CCNP	Network infrastructure and security, LAN/WAN support

Annexure B - Response to Scope of Work (SOW)

Overview

Bidders are required to respond comprehensively to each area of the Scope of Work (SOW) outlined below. It is mandatory that all ten (10) requirements in the SOW are addressed. Failure to meet any of the requirements will result in the bidder being deemed non-compliant.

Scope of Work Requirements

1. **Active Directory Support and Maintenance**

   o Provide ongoing support for Active Directory (AD) infrastructure.

   o Conduct regular updates, audits, and health checks to ensure optimal performance.

   o Plan and execute the migration to Azure Active Directory (Azure AD) for improved scalability and cloud integration.

2. **IT Advisory and Governance**

   o Implement and maintain IT Governance Frameworks in alignment with COBIT 2019 standards.

   o Offer advisory services on Governance, Risk, and Compliance (GRC).

   o Ensure alignment of IT operations with SACPCMP's strategic objectives and regulatory requirements.

3. **Strategic IT Initiatives**

   o Develop and execute Business Continuity Management (BCM) and Disaster Recovery (DR) plans.

   o Support the implementation of strategic IT projects to enhance infrastructure, security, and service delivery.

4. **IT Infrastructure Management**

   o Proactively monitor network, servers, and endpoint devices.

   o Manage hardware and software lifecycles, ensuring operational efficiency.

   o Administer hybrid server environments (on-premises and cloud-based systems).

   o Align disaster recovery and backup processes with ISO 22301 standards.

5. **Network Support and Maintenance**

   o Provide comprehensive network support, including troubleshooting and system upgrades.

- o Monitor network performance to ensure consistent and optimal operation.

- o Implement security measures to protect organisational data and network infrastructure.

6. **Cybersecurity Services**

   - o Design and implement robust cybersecurity solutions, including firewall management, endpoint protection, and email security protocols.

   - o Conduct regular cybersecurity audits and vulnerability assessments.

   - o Provide proactive threat detection, incident response, and recovery services.

7. **End-User Support Services**

   - o Operate an ITIL-compliant service desk to resolve issues promptly.

   - o Provide both remote and onsite end-user support during business hours, with after-hours support available in exceptional cases.

   - o Manage end-user devices, including desktops, laptops, and mobile devices, ensuring secure remote access and collaboration.

8. **Software and System Support**

   - o Deliver comprehensive support for Microsoft 365 and related productivity tools.

   - o Provide data archiving and management services, including support for third-party systems such as SAGE Evolution.

   - o Ensure regular patch management and software updates for system integrity and security.

9. **Monitoring and Reporting**

   - o Provide regular reports on system performance, incidents, and SLA adherence.

   - o Facilitate quarterly reviews of IT initiatives and their alignment with SACPCMP objectives.

   - o Submit detailed annual reports summarising performance, risks addressed, and planned improvements.

10. **Service Level Agreement (SLA) Management**

    - o Establish and enforce measurable SLAs that align with SACPCMP's objectives.

    - o Submit monthly, quarterly, and annual SLA performance reports, detailing metrics such as network uptime, backup success rates, and end-user satisfaction.

    - o Maintain a comprehensive service catalogue detailing all IT services provided, including escalation procedures.

Response Requirements

Bidders must:

- Provide a detailed explanation of how each requirement will be addressed.

- Submit evidence of capability, including reference projects of similar scope and complexity.

- Include relevant certifications, CVs of key personnel, and any other supporting documentation.

Mandatory Compliance

Meeting all ten (10) requirements in the Scope of Work is mandatory. Bidders failing to address

any requirement will be deemed non-compliant and disqualified from further evaluation.

Addendum B;
Valid Tax Clearance Certificate.