

TERMS OF REFERENCE

Managed IT Service Provider

REQUEST FOR PROPOSAL | JUNE 2022

REFERENCE: CFP-03-MSP-06-2022



NACOSA

SUMMARY

Title	Managed IT Service Provider
Reference	CFP-03-MSP-06-2022
Description	IT is a critical component for the organization, and is used daily by every employee, contractor and end users to provide services to the programme beneficiaries. NACOSA seeks to appoint an IT service provider for 36 months to provide comprehensive IT support services to meet the business needs for performance, flexibility, stability and redundancy.
Questions by email only to	Queries@nacosa.org.za with the reference in the subject line. Questions may be submitted on or before 20 June 2022.
Submission by email	proposals@nacosa.org.za
Submission must include	<ol style="list-style-type: none">1. A company profile.2. PIN for Tax clearance certificate verification3. Valid B-BBEE Certification4. Signed Code of Conduct for Suppliers of services related to Global Fund financing (sign each page): https://www.nacosa.org.za/2017/03/14/code-of-conduct-for-suppliers5. Completed and Signed Declaration of Interest (Appendix 1): https://www.nacosa.org.za/wp-content/uploads/2019/10/DECLARATION-OF-INTEREST.pdf6. Detailed proposal7. Detailed quotation8. Confirmation of Banking Details Applicable for Company or CC9. Company documents detailed below Applicable for Sole Proprietorship10. Owner documents detailed below
Briefing meeting	14h00 on Monday, 20th June 2022
Deadline for submission	17h00 on Tuesday, 28th June 2022

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1. GLOSSARY AND ACRONYMS

Term	Definition
NACOSA	Networking HIV and Aids Community of Southern Africa NPC
NetSuite	The Oracle NetSuite ERP platform that consists of a suite of applications that help organisations run their business, understand the performance of their businesses, and drive major efficiency gains and cost savings
ERP	Enterprise Resource Planning, the management of all the information and resources involved in NACOSA's operations by means of an integrated computer system.
IT	Information Technology relating to work processes and management practices involved in the related computer technologies.
MSP	Managed IT Service Provider
SR	Sub-Recipient or Sub-Awardee
SARS	South African Revenue Services
SRE	Sub-Recipient Expenses or Sub-Awardee Expenses
ZAR	South African Rand
VAT	Value Added Taxation
VPN	Virtual Private Network - whereby a secure, private network is achieved using encryption over a public network.
LAN	Local Area Network
Server Infrastructure	consists of physical and virtual resources, along with hardware, software, network resources, to support the management of servers in an IT environment.
SMC	Service Management and Control

2. BACKGROUND

NACOSA is a non-profit company, registered in South Africa that promotes dialogue, builds capacity with accredited training, mentoring and technical assistance and channels resources to support service delivery on the ground, particularly among children and youth, key populations and women and girls.

The channeling of resources and service delivery is controlled, supported, and measured through projects. Transactions from the allocation of resources and service delivery for defined programs are controlled ensuring compliance with program objectives using project methodology in our current systems. Similarly, the support to program implementors about available resources and measurement of their spend efficacy is available to them using project processes.

NACOSA Head Office is based in Century City, Cape Town and has branch offices located in Cape Town, Kwazulu-Natal, Johannesburg, and Rustenburg.

2.1 NACOSA's Business environment

NACOSA primarily acts as grant manager and partners with local community-based organisations contracting them as Sub-Recipients to implement the activities of the donor funded projects. NACOSA currently has +- 61 Sub-Recipient partners.

2.1.1 The NACOSA staff compliment is +- 210, the breakdown by function is:

Function	Compliment	Duties
Governance and oversight	3	CEO, CFO, COO
Head Office Finance	8	Finance Manager, Accountant, Bookkeeper, Clerks x 3, Procurement officer, Asset's officer
Project Managers	4	Global Fund, USAID GBV, USAID OVC WC, SIB
Project Finance Controllers	4	Global Fund, USAID GBV, USAID OVC WC, SIB
Other project staff	191	HR, Payroll, Support Services, Administrators, project finance officers, M&E, implementation personnel

2.1.2 NACOSA's current Information Systems and IT environment:

Business Function	Details
Ecosystem	Windows 365
Financial Software	QuickBooks 2010
User devices	Laptop/PC all i3 and higher (limited no. of mac +- 3)
Payroll software	Sage People
Purchase Order Workflow	Orbit (Custom developed software only for travel / logistics), all other orders are manually written into physical order books. Neither of these orders (Orbit / Manual) are captured into the existing accounting system
Server (Application & Repository)	Windows SQL
Cloud	AZURE
ERP	Oracle Netsuite
Fixed Assets	Assetzure
Inventory	EZOfficeInventory
M&E Systems	CBIMS
Video Conferencing	Vidyo Video conferencing

2.1.3 Deployed Hardware

Device Type	Total
Laptops (Including spare/unallocated)	160
Desktops	1
MacBooks	2
Printers	19
Servers	3
Switches	2
Routers	1
Tablets	11

Local Area Networks

The Local Area Network facilities at each office for networking is as follows:

Location	No of PC/Laptop Users	Networking	ISP/Internet Provider	Internet QOS	Video Conferencing Service
Centurion	24	Internet/ LAN	Oxbow	Fibre	No
Canal Walk	80	Internet/ LAN	Oxbow	fibre	Yes Vidyo (Not in use)
Bellville	17	Internet/ LAN	Oxbow	fibre	No
Pinetown	8	Internet/ LAN	Oxbow	fibre	Yes Vidyo (Not in use)
Mpumulanga	1	Internet/ LAN	Regis Office	Shared	No
North West	2	Internet/ LAN	Regis Office	Shared	No

2.1.4 Servers

NACOSA HO houses three servers for:

1. Dedicated server for QuickBooks (access to this server is via VPN)
2. Application server partitioned for:
 - a. File Storage and sharing (access to this server is via VPN)
 - b. SAGE HR application (access to this server is via VPN)
 - c. Access Database for data capture (program data), access to this application is via Remote Desktop Protocol (RDP)
3. Backup Server for the application server.

2.1.5 Workstations

Majority of NACOSA users at HO, branches and sites use Windows laptops with O365 applications. There are less than 5 users on MAC iOS.

2.1.6 Phones

NACOSA currently uses VOIP phones with access and functionality provided by a national VOIP provider. I.T. is responsible for managing the connectivity and quality of services countrywide with the local provider.

2.1.7 Video Conferencing

NACOSA currently uses Vidyo video conferencing systems at two locations.

2.1.8 Multi-Function Printers

In addition to desktop printers NACOSA has multifunctional network printers at each location:

Location	Number of Multifunctional Network Printers
Canal Walk	3

Belville	1
Centurion	1
Pinetown	1

2.1.9 Onboarding & Offboarding

NACOSA onboards and offboards approximately 1-2 people per week. Staff are given Laptops; replacement hires typically take over existing equipment. Laptops are Windows configured with O365 loaded for mail and applications.

3. MANAGED IT SERVICE PROVIDER

Nacosa seeks to transform its IT support to better meet the business needs for performance, flexibility, stability, and redundancy. IT is a critical component for the organization, and is used daily by every employee, contractors, partners, and end users to provide services to the community. NACOSA requires a Managed IT service provider solution that is capable of the following:

- Expanding IT system management capabilities and improving system stability.
- Bringing system configuration and security to industry best practice standards, improving performance, and reducing support issues.
- Improving the end-user experience by providing a high-quality Help Desk for business users.
- Providing flexibility in meeting future system needs as the IT infrastructure evolves.
- IT Strategist to synthesize our overall strategy by analyzing a wide variety of solutions, selecting the most relevant tools/techniques to meet Nacosa requirements such as business case, pricing, or complex financial analysis, and interpreting and reporting on outputs. You will participate in setting engagement objectives and scope in specific projects, and the development of best practice policies in line with our strategy.
- Provide an end-to-end service for LAN and Desktop infrastructure but specific service required by NACOSA can be provided independently of each other
- The service is focused on more decentralized, on-Site support on NACOSA's LAN/s. The LAN infrastructure is defined as all hardware and software and application services running on the server and desktop/laptop.

3.1 Service Requirements:

Nacosa has requirements for the following services. We realize that not every Managed IT Service Provider (MSP) will be able to provide all the services listed below, but we encourage you to respond regardless. The areas to be serviced can be broken down into 3 service areas:

Desktop Support:

- **Help Desk Support** – The MSP should offer superior 24x7x365 Help Desk support services utilizing industry best practice processes and procedures.
- **Onboarding and Offboarding Staff** – The MSP must have process and procedure in place to onboard or offboard team members in a timely and efficient manner.
- **Warranty and Asset Inventory Management** – NACOSA expects the MSP to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners and to notify NACOSA of any potential service or warranty issues. The MSP must also assist with managing the lifecycle of NACOSA's devices and maintain an equipment inventory to ensure our systems are always functional and current.

- **On-site Installation, configuration, maintenance and support of corporate approved applications on approved stationary and mobile devices.** – The MSP must provide delivery, configuration and setup of machines onsite or to staff working remotely. Resolution of incidents/ requests on all contracted stationary and mobile devices within expected timeframes.
- **Onsite Maintenance, Support and Monitoring of Desktop Platform** – When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems, having a regular scheduled in-house visit might be needed for regular maintenance and support. (Mon – Thurs 08:30 – 16:30 and Fri 08:30 – 13:00), NB That circumstances may occur outside business hours that would require support.
- **On-site Maintenance, Support and Monitoring of the Printer platform** - Printers, Copiers, and Scanners. The MSP must be able to support existing printers, copiers, and scanner-related network-printing
- **Application performance Maintenance** - Management, Maintenance, Support and Monitoring of application's performance for improved user experience
- **Hardware maintenance (Break-Fix) for the LAN & Desktop Infrastructure** - This service encompasses repairing, and or swapping of faulty hardware devices that are contracted within the service.
- **Desktop Software Standardization and Software Licensing and Upgrades** – The MSP must have a process for identifying standardization and management of desktop/laptop images and ensuring that staff are using current products as well as current OS and browser versions.

Server Administration and Support:

- **Antivirus, Antispam, and Antispyware Protection** – NACOSA is looking for solutions to defend against security threats including phishing, malware, spam, viruses, and ransomware.
- **Server & Network System Monitoring** – The MSP must provide 24x7 monitoring of NACOSA’s server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Configuration, maintenance, support and monitoring of switch Infrastructure** – MSP must be able to ensure that all switch infrastructure is in optimal condition during the length of the contract
- **Install, configure, implement and support of approved LAN infrastructure** - MSP must be able to ensure that all LAN infrastructure is in optimal condition during the length of the contract
- **Cabling maintenance (Break-Fix) for the LAN cabling Infrastructure** - This service encompasses repairing, and or swapping of faulty LAN cabling infrastructure that are contracted within the service.
- **Maintaining and configuring of all configuration Items within the contracted LAN infrastructure** – This service includes but not limited to onsite audits, management of relevant databases and
- **Patch Management Services & Preventative Maintenance** – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure NACOSA’s IT systems and resources are properly managed and maintained.
- **Networking Support** – NACOSA requires proactive management and monitoring of our switches, firewalls, routers, phone, Wi-Fi systems, and other networking equipment.
- **Server Administration Services** - Maintenance, Support and Monitoring of Server application of infrastructure which includes the following: OS, NOS and File & Print sharing.
- **Security Systems Monitoring** – MSP must provide proactive monitoring and management of NACOSA’s security systems, including firewalls, intrusion prevention, secure remote access, and any advanced security solutions MSP utilizes or suggests.
- **Maintain, Support and Monitor of Remoter Backup** – The MSP must execute a nightly backup plan for the critical servers, including a regularly-tested recovery process. Should include backup schedules, backup management were need and adhoc restores. Email System Management – NACOSA requires the management and administration of NACOSA’s email system for all users.

- **Managed SOC-as-a-Service and Endpoint Security**– The MSP should offer a Security Operations Centre, Managed SOC-as-a-Service, to monitor NACOSA’s environment and ensure proactive detection and response to threats, intrusions, and attacks. For Endpoint security, this can either be integrated into SOC or proven security tools for our endpoint devices.
- **Multi-Factor Authentication (MFA)** – The MSP must be able to provide and manage a Multi-Factor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login, and to protect logins with multi-factor authentication.
- **LAN Design Services** - This service will provide the following to new and existing LAN Infrastructure:
 - Develop and or assess LAN network architecture
 - Infrastructure design and implementation
 - Onsite support
- **LAN Services** - This service will provide the following services for the contracted operational Infrastructure:
 - Building, Maintaining and Updating and Implementing of a LAB environment to simulate the clients operational Infrastructure to perform testing of patches or platform changes to ensure little or no impact to the production environment.
- **Management, Maintenance, Proactive Support and Monitoring of the Server Infrastructure** and includes the following:
 - Onsite support
 - OS
 - NOS
 - Terminal Services
 - Virtualisation
 - Storage, File & Print Sharing
 - Management tools infrastructure

Server Hosting:

- **Hosting** – The MSP should offer services relative to hosting or co-location of equipment, either directly or through partners.

SMC Incident Management

- **Desktop and Laptop Support** – The MSP must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
- **Lifecycle Management of Hardware Units** – The MSP should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
- **Break Fixes and Installation** – The MSP should offer planned and on-call break/fix services, including emergency response to server issues.
- **Move, Add, Change (MAC)** – NACOSA is looking for the MSP to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.
- **Reporting** – The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- **Technology Strategy Planning** – The MSP will work with current staff to develop a strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective roadmap that enables the organization to fulfil its overall mandate, utilizing best-in-class software and tools.

- **Account Management** – The MSP must offer an internal escalation process in tandem with NACOSA to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Project Management** – The MSP should be able to offer project management and technical engineering resources to assist with technical projects as identified by the MSP or NACOSA.
- **Desk inbound channel handling** - The handling of defined Inbound communication channels during agreed times and within agreed service and quality levels.
- **Incident and Request Management** - Implementation of the Incident/ Request Management escalation procedure aligned to the Incident/Request Management Process supporting effective monitoring of escalations as defined by the escalation procedure with the Client.
- **Remote Support** - Provision of 1st call resolution and / or second line support via Service provider remote technology as well as resolution and routing of incidents or requests in the Service Management System to Support teams.

IT Professional Services

- **Service Levels** – The MSP should identify service-level agreements or objectives in conjunction with NACOSA and report back on a regular basis to NACOSA on their ability to meet these agreements or objectives.
- **Vendor Management** – The MSP should be able to manage I.T./I.S. vendors which may be contracted by NACOSA and serve as the key point of contact unless escalated.
- **Business Continuity and Disaster Recovery** – The MSP must be able to support NACOSA’s ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents. In addition, backup and redundancy should be used to support this need.
- **IT Policy Review and Development** – The MSP should be able to assist in the development of customized policies related to the use of technology.
- **Compliance** –The MSP should support rules and regulations as provided by relevant governing organizations as identified by regulatory or grant-based requirements.
- **Scalability** – The MSP must be able to offer a model where scaling up or down from a system and cost perspective is simple and nimble.
- **Solution Design** – The MSP must provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
- **End-User Security Awareness Training** – The MSP should offer Security Awareness Training to teach NACOSA’s staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident.
- **Software Licensing Control** – The MSP must provide oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- **Procurement Management** – The MSP must assist with the identification of commercially-rated equipment, order placement, order tracking, shipping, equipment returns, sourcing, and ordering of replacement parts.
- **Vulnerability Testing** – The MSP should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of NACOSA’s business network.
- **Special Projects** – In 2022, assist in the implementation of Oracle NetSuite ERP system; assess, recommend, and potentially assist in the implementation of new/different software tools for remote work; and other projects in the future as may be determined.

3.2 Implementation Time Frame

NACOSA has committed itself to have an MSP contract signed by 31 July 2022. Accordingly, NACOSA requires Bidders to confirm their capability of providing the proposed services, implementation, and training assistance to meet the prescribed deadlines.

3.3 Bidder Requirements

- Legally registered organization with requisite professional experience and knowledge of Network technologies including Microsoft Windows, corporate ICT security and virus protection systems, ERP, operating systems, and VoIP telecommunications.
- Ability to review a variety of data, identify and adjust discrepancies, identify, and resolve IT operational problems.
- Ability to manage work of a confidential nature and handle large volumes of work.
- Should possess experience of client support, such as, a Help Desk or User Support Unit
- Planning and Delivering results.
- Willingness to take ownership of issue analysis and resolution efforts and committing to “doing what it takes” to resolve technical issues regardless of effort or time required.
- The firm shall have local presence, on the ground to handle emergency issues.
- The Service Provider must also provide information on overall qualifications, including:
 - Profile of relevant corporate qualifications.
 - Professional expertise with providing IT Outsourced services.
 - Academic Qualifications of key members of the proposed project team (attach CV(s) and provide details of back-up/standby teams).
 - Number of years in business for both the company and the proposed team individually.
 - Minimum five (5) years of relevant experience for both the company and the proposed team.
- If your company has more than one location, please indicate these qualifications for the site that is responding. Confirm which office / branch will be servicing the client for this project.
- Written reference of where similar work has been done.

As a non-profit networking organisation committed to transformation in South Africa, NACOSA welcomes tenders from black-owned enterprises, people living with HIV, women, and people with disabilities.

3.4 Budget

NACOSA is a non-profit and public benefit organisation with a limited budget, entirely funded by donors. This means we need a high quality but cost-effective service through a transparent procurement process. Total duration of the contract is 1-year renewable annually for another 2 years (up to 3 years in total) upon satisfactory performance and availability of funding.

3.5 Authorisation Declaration (sub-contracting)

Any bidder who is sourcing goods or services from a third party must complete the “Authorisation Declaration” (Annexure D) in full for all relevant goods or services, sign it and submit it together with the bid documents at the closing date and time of the bid.

NACOSA reserves the right to verify any information supplied by the bidder in the Authorisation Declaration and should the information be found to be false or incorrect, NACOSA will exercise any of the remedies available to it in the bid documents.

The bidder must ensure that all financial and supply arrangements for goods or services have been mutually agreed upon between the bidder and the third party. No agreement between the bidder and the third party will be binding on NACOSA.

Failure to submit a duly completed and signed Authorisation Declaration, with the required annexure(s), in accordance with the above provisions may invalidate the bid for such goods or services offered.

4. SUBMISSION OF BIDS

The bidder is required to provide a motivation of their company's suitability with respect to its capacity /ability to execute and deliver on the IT Service element, based on the bidder's expertise, track record, of same/similar (previous) work having been undertaken within the scope and scale of this project. Interested bidders should submit their bid ensuring that it includes the following components:

4.1 Bidding Documents

Please submit the following information as part of your bid:

- 4.1.1 Invitation to Bid
- 4.1.2 A company profile.
- 4.1.3 PIN for Tax clearance certificate verification (verification will be done with SARS eFiling).
- 4.1.4 Valid B-BBEE Certification:
 - 4.1.4.1 Copy of a certificate from a SANAS accredited Verification Agency; or
 - 4.1.4.2 A signed Exempt Micro Enterprise (EME) affidavit with the required information¹; or
 - 4.1.4.3 A signed Qualifying Small Enterprise (QSE) affidavit with the required information². Any EME or QSE is only required to obtain an affidavit on an annual basis, confirming:
 - 4.1.4.4 Annual Total Revenue of R10 Million or less for EME or between R10 Million and R50 Million for QSE.
 - 4.1.4.5 Level of Black Ownership

ANY MISREPRESENTATION IN TERMS OF THE ABOVE CONSTITUTES A CRIMINAL OFFENCE AS SET OUT IN THE B-BBEE ACT AS AMENDED.

- 4.1.5 Signed Code of Conduct for Suppliers of services related to Global Fund financing (sign each page): <https://www.nacosa.org.za/2017/03/14/code-of-conduct-for-suppliers>
- 4.1.6 Completed and Signed Declaration of Interest: <https://www.nacosa.org.za/wp-content/uploads/2019/10/DECLARATION-OF-INTEREST.pdf>
- 4.1.7 A detailed proposal that includes at least the following:
 - 4.1.7.1 Evidence of previous work completed.
 - 4.1.7.2 Proof that your company has adequate capacity to handle the volumes of items and service delivery standards in this tender
 - 4.1.7.3 Very clear timeline on the delivery of the items. The timelines provided in the bidding process will be used as the basis for contracting. Bidders should provide realistic timeline as the contract will have penalty clauses for late delivery.
 - 4.1.7.4 Reference letters from previous clients where similar work has been completed. A minimum of 3 references required.
 - 4.1.7.5 Further requirements are outlined in appendix 1.
- 4.1.8 Detailed quotation. Bidder to provide detailed breakdown.

¹ http://www.thedtic.gov.za/wp-content/uploads/BEE_Affidavit-EME-Gen.pdf

² http://www.thedtic.gov.za/wp-content/uploads/BEE_Affidavit-QSE-Gen.pdf

4.1.9 Confirmation of Banking Details not older than 3 months, by means of a stamped letter from the bank, bank statement or cancelled cheque.

Applicable for Company or CC

4.1.10 Company documents (if applicable). The following is required for applications from companies or CCs:

- 4.1.10.1 Certified copy of Company Registration Document that reflect Company Name, Registration number, date of registration and list of active Directors or Members.
- 4.1.10.2 Certified copy of ID documents of the Directors or Members
- 4.1.10.3 Most recent year's financial statements showing comparative figures.
- 4.1.10.4 Proof of Public Indemnity Cover for minimum of R1 million.

4.1.11 Applicable for Sole Proprietorship

- 4.1.11.1 Owner documents (if applicable). The following is required for applications by Sole Proprietorships:
- 4.1.11.2 Certified copy of ID documents of the Owner
- 4.1.11.3 Most recent year's financial statements showing comparative figures
- 4.1.11.4 Proof of Public Indemnity Cover for minimum of R1 million.

5. EVALUATION CRITERIA FOR PROPOSALS

Only submissions that meet the technical specifications in all aspects as stipulated in this term of reference will be considered. Evaluation will be split into 3 stages:

5.1 Evaluation Stage 1: Submission of all mandatory compliance documents

Bidders must provide the above documentation and the sample items as specified. Please note: The absence of the sample items and/or the following documentation automatically disqualifies the bid:

- 5.1.1 A signed Invitation to Bid Form - **Appendix 1**.
- 5.1.2 A Costing Form with product and pricing details to be completed in **Appendix 1**.
- 5.1.3 The Declaration of Interest in **Appendix 1** fully completed and signed.
- 5.1.4 Bidders must provide the documentation detailed in 4.1. The absence of the required documentation will disqualify the bid.

5.2 Evaluation Stage 2: Technical Competence

Once the proposals have been evaluated on mandatory compliance, an evaluation panel will allocate points (on a points scale specified per function) according to the criteria set out in the functionality table below.

Bidders must obtain a minimum of 70 out of 100 to be shortlisted. Shortlisted bidders will be evaluated on Price & B-BBEE (refer to Adjudication process on Price & B-BBEE).

FUNCTION	RATING	WEIGHTING														
<p>BIDDER TRACK RECORD & EXPERIENCE</p> <p><i>20% of total</i></p>	<p>1.1. Bidder must indicate demonstrable Managed IT Service Provider experience.</p> <p>Scoring Guide:</p> <table border="1" data-bbox="549 477 1241 736"> <thead> <tr> <th>Points</th> <th>Years</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No demonstration of years' experience</td> </tr> <tr> <td>1</td> <td>< 3 years</td> </tr> <tr> <td>2</td> <td>3 – 4 years</td> </tr> <tr> <td>3</td> <td>4 – 5 years</td> </tr> <tr> <td>4</td> <td>5 – 6 years</td> </tr> <tr> <td>5</td> <td>6+ years</td> </tr> </tbody> </table>	Points	Years	0	No demonstration of years' experience	1	< 3 years	2	3 – 4 years	3	4 – 5 years	4	5 – 6 years	5	6+ years	<p>10%</p>
	Points	Years														
0	No demonstration of years' experience															
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2	3 – 4 years															
3	4 – 5 years															
4	5 – 6 years															
5	6+ years															
<p>1.2. The Bidder must provide at least three (3) relevant contactable references of Managed IT Service Provider contracts. The Bidder must attach a Letter of Completion for current or previous work on providing Managed IT Service projects/contracts detailing the Value of the Project, on appropriate letterhead and signed off by client.</p> <p>Letter must detail the scope of work undertaken, project value undertaken, date of award and completion, and location where work was carried out. Statements made in the motivation must be verifiable.</p> <p>Scoring Guide:</p> <table border="1" data-bbox="549 1279 1241 1464"> <thead> <tr> <th>Points</th> <th>No. of contactable references</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No contactable reference</td> </tr> <tr> <td>1</td> <td>3 relevant, contactable references</td> </tr> <tr> <td>3</td> <td>4 relevant, contactable references</td> </tr> <tr> <td>5</td> <td>5 relevant, contactable references</td> </tr> </tbody> </table>	Points	No. of contactable references	0	No contactable reference	1	3 relevant, contactable references	3	4 relevant, contactable references	5	5 relevant, contactable references	<p>10%</p>					
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<p>CAPACITY AND ABILITY TO EXECUTE AND DELIVER ON THE SCOPE OF THIS CONTRACT.</p> <p>For each of the services, the following information/documentation must be submitted:</p> <ul style="list-style-type: none"> • An Executive Summary that includes a demonstration of the capability of the vendor to provide the specific Fully Managed Service. • A detailed description of the overall approach and strategy as well as the 	<p>Scoring Guide:</p> <table border="1" data-bbox="549 1603 1241 1861"> <thead> <tr> <th>Points</th> <th>Information provided</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Addressed poorly</td> </tr> <tr> <td>2</td> <td>Addressed but with limitations</td> </tr> <tr> <td>3</td> <td>Addressed adequately</td> </tr> <tr> <td>4</td> <td>Adequately addressed, advanced understanding in some areas</td> </tr> <tr> <td>5</td> <td>Addressed extensively</td> </tr> </tbody> </table>	Points	Information provided	1	Addressed poorly	2	Addressed but with limitations	3	Addressed adequately	4	Adequately addressed, advanced understanding in some areas	5	Addressed extensively			
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4	Adequately addressed, advanced understanding in some areas															
5	Addressed extensively															

technical approach and the management approach and the rationale behind these. The detailed description should demonstrate a clear understanding of the requirements and include a description on how the service will be delivered including:

1. A project plan (i.e., implementation plan, methodology and risk mitigation strategy) for the take-over of the service at the start of the contract from the current service provider. The project plan should ensure minimal impact for the end-users and beneficiaries.
2. A description on how the operation of the services is organized and the quality and availability of the services are guaranteed during the life of the contract, and
3. A project plan on the handover at the end of the contract.
4. The qualification level and experience of the personnel providing the service as well as an organizational chart
5. The description on how the interaction with NACOSA will be organized.

50% of total

4.1. Email and Collaboration Services: Demonstrates capacity to perform Fully Managed Services for Email and Collaboration Services.	5%
4.2. Service Desk Services: Demonstrates capacity to perform Fully Managed Services for Service Desk	10%
4.3. Server Room Services: Demonstrates capacity to perform Fully Managed Services for Server Room Services	5%
4.4. Application hosting and administration services: Demonstrates capacity to perform Fully Managed Services for Application hosting and administration services	5%
4.5. LAN and WAN services: Demonstrates capacity to perform Fully Managed Services for LAN and WAN.	5%
4.6. ICT Asset management: Demonstrates capacity to perform Fully Managed Services for ICT asset management.	5%
4.7. Managed SOC-as-a-Service and Endpoint Security	5%
4.8. • Desktop Software Standardization and Software Licensing and Upgrades.	10%

ESTIMATED HOURS AND PRICING 20% of total	5.1		20%
	Points	Information provided	
	0	No submission	
	5	Estimated hours provided but unclear how the time will be spent per all aspects of the IT Services or unclear which aspects of the services the time will be spent.	
	10	Estimated hours clearly presented per all aspect of the IT Service and how the time is estimated to be spent. The different aspects of the IT Service have been well considered and budgeted for.	
B-BBEE 10% of total	B-BBEE Status level		10%
	Number of points		
	1	10	
	2	9	
	3	8	
	4	6	
	5	4	
	6	3	
	7	2	
	8	1	
	Non-Compliant	0	
TOTAL			100%

Bidders must achieve a minimum score of 70 percent for technical competence to proceed further.

5.3 Evaluation Stage 3: Price and B-BBEE

The Preference Point System (PPS) applicable to this bid is 80/20. A maximum of 80 points is allocated for price on the following basis:

CRITERIA	NUMBER OF POINTS
Price	80
B-BBEE	20
Total Points	100

5.3.1 Price points calculation formula as follows:

The calculation for price points will be conducted as follows:

$$PS = P \left[1 - \frac{(Pt - Pmin)}{Pmin} \right]$$

Where:

PS = Points scored for comparative price of tender/offer under consideration

P = Maximum points

Pt = Comparative price of tender/offer under consideration

Pmin = Comparative price of lowest acceptable tender/offer. Points scored will be rounded-off to the nearest 2 decimal places

Example

P = Maximum points to be obtained is 80.

Pt = Comparative price of tender/offer under consideration, for example John Smith Inc. quoted R520 000.00.

Pmin = Comparative price of lowest acceptable tender/offer, for example Jane Wesson Inc. quoted R430 000.

$$PS = 80 \left[1 - \frac{(520\,000 - 430\,000)}{520\,000 - 430\,000} \right]$$

PS = 63.26 scored out of 80 for John Smith Inc.

Pricing

Prices proposed should be exclusive of Value Added Tax (VAT). It is an expressed requirement of this Call for Proposals tender that Bidders provide transparency in respect of their pricing approach. In this regard, Bidders must indicate the basis upon which they have calculated their pricing by giving a detailed quotation. There must be no hidden costs.

5.3.2 B-BBEE points calculation as follows:

B-BBEE STATUS LEVEL OF CONTRIBUTOR	NUMBER OF POINTS
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

6. Appointment of Service Providers

6.1 A NACOSA Bid Evaluation Committee will select the service provider.

6.2 The Committee reserves the right to request any, or all, of the bidders to meet to present and clarify their proposal.

6.3 The Committee is not bound to accept the lowest price, or any proposal.

6.4 The proposal will be evaluated against the review matrix provided above.

6.5 The Committee may, entirely at its discretion, decide to:

6.5.1 Make award of contracts subject to such conditions as NACOSA may determine at the stage of awarding the contracts.

6.5.2 Review and modify the evaluation criteria.

6.5.3 Not award contracts.

6.5.4 To terminate the evaluation of responses.

6.5.5 To invite new responses.

- 6.5.6 To determine whether a response will be considered in the event of a material change in a Bidder, such as the legal/financial/status of the Bidder; and
- 6.5.7 To negotiate with the closest conforming Bidder if no one Response satisfies all critical requirements.

Tender Bids must be submitted by 12h00 on 28 June 2022.

PLEASE NOTE: *No telephonic queries will be entertained by any NACOSA staff member. Written questions may be mailed to queries@NACOSA.org.za. All questions and answers will be posted daily to the NACOSA website under NEWS for access by all bidders. Only on time bids will be accepted and reviewed – no late bids will be reviewed.*

NETWORKING HIV & AIDS COMMUNITY OF SOUTHERN AFRICA NPC

NACOSA

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Non-Profit Organisation: NPO 190-030 | Public Benefit Organisation: PBO 930056308

Non-Profit Company: 2015/448924/08 | VAT Number: 473 0273 234 | Section 18A Tax Exempt

Accredited by the Health & Welfare SETA | Level 1 B-BBEE Entity (135% recognition)

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