



national treasury

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NOTICE TO ALL BIDDERS

NT012-2016: APPOINTMENT OF A SERVICE PROVIDER(S) TO MANAGE AND MAINTAIN NATIONAL TREASURY (NT) INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SOFTWARE LICENSES FOR A 3 YEAR PERIOD.

Please note that the above mentioned Special Conditions of Contract and SBD 3.3 have been amended.

Kindly utilise the attached revised Special Conditions of Contract and SBD 3.3.

Yours faithfully

DAISY NYAMANE
DIRECTOR: SUPPLY CHAIN MANAGEMENT
DATE: 2016/07/06



TERMS OF REFERENCE

Reference Number: NT012 - 2016

**APPOINTMENT OF A SERVICE PROVIDER(S) TO MANAGE AND MAINTAIN
SOFTWARE LICENSES FOR NATIONAL TREASURY (NT) INFORMATION AND
COMMUNICATION TECHNOLOGY (ICT) FOR A 3 YEAR PERIOD**

Date: 18 July 2016



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1. INTRODUCTION

This document provides the specifications for the provision of appointing a service provider(s) to manage, maintain National Treasury (NT) Information and Communication Technology (ICT) software licenses and provide support for a 3 year period.

The appointed service provider will manage the renewals of the existing licenses, new licenses as well as support for the majority of the softwares in the NT ICT environment.

2. PURPOSE

The purpose of this document is to provide Terms of Reference to service providers willing to bid for the appointment a service provide(s) to manage and maintain National Treasury (NT) Information and Communication Technology (ICT) software licenses, the provision will be for both new and the renewal of existing licenses as well as to provide support for the respective software for a 3 (three) year period based on the 160 (One hundred and sixty) hours per annum.

3. SCOPE OF WORK

The scope of this Request for Quotation is to invite approved service providers to submit their proposals and pricing based on the following information:

Some of applicable softwares to be managed and maintained are as listed in below (Table 1):

Reference	License name	Description	Expiry Date	Business Impact
Annexure C	VMware (Virtualisation) (V6)	Software that is used to virtualise server environment	31 July 2016	Extremely high – if there are problems, it effects the whole of National Treasury
Annexure D	Symantec End Point (V12.1.6)	Antivirus software	01 July 2016	Extremely High – Anti-Virus tool



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Annexure E	HEAT (Classic V9.X)	Incident management tool for National Treasury	07 July 2016	Moderate – Call logging system
Annexure F	Checkpoint Firewalls (Firewall security) (V R77.30)	Software for Checkpoint firewalls at the 240 Madiba, 40 Church and SITA Centurion sites	21 September 2016	Extremely high – It helps with a communication between NT and SITA, if it is down the whole of the NT will be effected
Annexure G	SIEM (Monitoring tool for the servers) (V3.6.7.5.7)	Monitoring tool	31 July 2016	High – If there are problems with the software/system is down, there won't be an audit trail.
Annexure H	Blue Zone Emulator (V6.1.5.2067)	Software for connectivity to Transversal Mainframe systems	01 November 2016	High – If there are problems with the software/system is down, there won't be any communication between the transversal systems.

Table 1: Summary of ICT Unit Software Licenses for Tender

Multiple service providers may be used as some of the software licenses and support are proprietary to a specific supplier and must be renewed or procured from that specific supplier.

3.1 Implemented Landscape

The National Treasury is currently situated in 4 buildings nationally namely:

- SITA Centurion – John Vorster Drive, Centurion
- 240 Madiba Street – PTA CBD
- 40 Church Square – PTA CBD (Head Office)
- 120 Plein Street – CPT CBD (Small Footprint)

Each one of these buildings has its own data centre and is centrally managed from the 240 Madiba Building.



3.2 Timeframe (Project Duration)

The services required will be performed over a 3 (three) year period.

3.3 Agreements

The Bidder must undertake to conclude a Master Service Agreement (MSA) and Service Level Agreement (SLA) in agreement with the National Treasury. The MSA and SLA must consist of, but is not limited to the following:

- a clear description of the required services and deliverables;
- defined payment terms for the service;
- agreement that the successful vendor shall be the single point of contact for the service; and
- agreement that the successful service provider provides qualified personnel who have undergone necessary training and certification to provide the required service.

3.4 Points to take note of:

- The potential bidder will need to be registered with the Supply Chain Management Office
- All tools to perform the required services need to be provided by the appointed Service Provider.
- All consultants on site will need to be vetted for security purposes
- Parking facilities will not be provided by the National Treasury.
- The tender special conditions are clearly stated in the attached (Annexure I – Speciation Condition document)

4. Summary of Evaluation Criteria

A three (3) phase evaluation process will be as follows:

- Initial screening process: a compliance review of all submitted documents.
- Technical evaluation: a paper based evaluation on the technical evaluation criteria requirements. Minimum threshold of 70% compliance. **Only** bidders that have met or exceeded the minimum threshold of 70% for functionality will be evaluated and scored in terms of pricing.



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- Financial evaluation of 90/10 will apply, as the bid is greater 1 Million.

Note:

- **Refer to the annexures section for some guidelines and more evaluation criteria details are stated in Annexure I (Special Condition document).**

5. MANDATORY REQUIREMENTS

Requirement (Please Check the box e.g. <input type="checkbox"/>)	Comply	Not Comply
<p>Bidders must ensure that their personnel involved with this RFQ or with this project are security vetted.</p> <ul style="list-style-type: none"> • If bidders personnel who will be involved with this project are not already security vetted, the bidder awarded the contract must produce proof before signing of the contract that they have applied for security vetting. • Also, before the signing of the contract all personnel involved with this project must have signed an Oath of Secrecy. 		
<p>Confirm if the same kind of service is currently provided to any client within the borders of South Africa</p> <ul style="list-style-type: none"> • <i>Provide contact details of at least 3 existing clients where a similar service has been successfully completed, and arrange a site visit to one of the clients, should a visit be required by the National Treasury.</i> 		
<p>A detailed price proposal should be provided indicating the cost of each of the deliverable including the co-ordination thereof</p>		
<p>The bidder must submit the proof of Software License Accreditation Level (Status), e.g. Platinum/Gold/Silver/etc.</p>		
<p>CV's of the proposed personnel must be included in the proposal</p>		
<p>The bidder must undertake to conclude a Master Service Agreement (MSA) and Service Level Agreement (SLA) in agreement with the National Treasury. The MSA and SLA must consist of, but is not limited to the following:</p> <ul style="list-style-type: none"> • Clear description of the required services and deliverables • Defined payment terms for the service. • Agreement on the timeline. • Agreement that the successful vendor shall be the single point of contact for the service. • Agreement that the successful vendor must provide qualified personnel who have undergone necessary training and certification to 		



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provide the required service. Should the Skill/s not be available in-house, this must be specified.		
Attended the Compulsory Briefing Session		

Table 2: Mandatory Requirements

Note:

- ***For more details on the mandatory requirements, refer to the Annexure I (Special Condition Document)***



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ANNEXURE B.1: LIST OF RESOURCES PROPOSED

Ref No.	First Name	Surname	Male / Female	Position within Service Provider	Hourly Rate	Software License support that the resource is suggested for
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Service Provider Name	
Representative's Name	
Representative's Signature	
Date of Signature	

Notes:

When completed, print a copy and sign. Submit the signed copy as part of the bid.



ANNEXURE B.2: CURRICULUM VITAE

Notes:

- The CV format provided must be strictly adhered to. Non-compliance will result in the CV being rejected
- The CV shall not be longer than 4 x A4 s. A Minimum font size of 10 shall be used.
- The CVs must specifically and clearly address the service requirements as highlighted in Annexure C for evaluation purposes.
- Only CV's may be submitted if the employee is employed or affiliation with the company submitting the CV. Proof of employment or affiliation with the company could be requested.
- CV's must be signed by the proposed resource.
- Resource may only be submitted by one company.
- A Maximum of 20 CV's per Bid will be allowed



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ANNEXURE B.3: NOMINATED INDIVIDUAL'S CV

Nominated Individual's First Names	
Nominated Individual's Surname	
Nominated Individual's Date of Birth (yyyy-mm-dd, e.g. 2010-03-04)	
Nominated Individual's Nationality	
Nominated Individual's ID Number or Passport Number for Non-residents	
Service Provider's Name	
Reference Number of Nominated Individual	

Pen Portrait

(Describe below, in a maximum of 50 words, significant highlights of your professional experience and achievements. Please type the description in the field below)

Education/Qualifications			
Institution	From Date	To Date	Qualification Obtained (Include the discipline e.g. BSc Computer Engineering)



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Language Skills			
(Enter the languages in the shaded fields below and select your competency level, either excellent, average or basic.)			
Language	Reading	Speaking	Writing

Membership of Professional Bodies
(Describe in full, do not use acronyms or abbreviations)

Other Skills (e.g. Business Communication, Technical writing, etc.)

Present Position In Service Provider's Organisation	
Years with the in Service Provider's Organization	



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Professional Experience (work history in descending order of years)			
From Date	To Date	Company/Organization	Position

Areas of Specialization

Other Relevant Information (e.g. publications)

Full Current Contact Details of Three References to be Provided				
Full Name	Position	Company/Organization	Telephone No. (with country and area code)	Cell Phone No. (with country code)

Declaration by the Nominated Individual Described in this CV		
I declare that the above information is accurate and can be supported by documents and references on request. I declare that my CV is not included in the proposal of any other bidder.		
Name	Signature	Date



Approved by the Service Provider Submitting the Bid		
Service Provider's Name		
Service Provider Representative's		
Name	Signature	Date

Notes:

When completed, print a copy and sign every page. Note each page must be signed by the nominated individual whose details are given, and a representative of the service provider submitting the bid. Submit the signed copy as part of the bid.



ANNEXURE B4 SKILLS REQUIRED



ANNEXURE B.4: SKILLS REQUIRED

A. Database Administration

Core description
<p>Job Title: Database Administrator</p>
<p>The design, implementation, support and maintenance of the foundation software infrastructure are the responsibility of the Database Administrator.</p>
<p>This entails the following activities:</p> <ul style="list-style-type: none">• specialised support of discipline in terms of quality assurance, backup, disaster recovery, standby, design, implementation and complex problem solving that meet the Clients' requirements;• creating new methodologies, system enhancements, standards, procedures and the implementation thereof;• programming;• project management;• development of junior personnel and colleagues;• system monitoring;• formal reporting and statistics;• rendering of standby duties; and• quality assurance according to set standards and procedures.
<p>Qualifications:</p> <ul style="list-style-type: none">• Degree/Diploma in information technology or related field (preferred)• Microsoft Certified Technology Specialist (MCTS)
<p>Experience:</p> <ul style="list-style-type: none">• Minimum of 3 Years relevant Experience• VMware knowledge is required.• Communicate with all levels of users• Relational database concepts and design (SQL)• The ability to work in a team to ensure continuity of data infrastructure;• Knowledge of Project Management practices and methodologies.• Knowledge of application development methodologies, SDLC concepts and best practices• Maintaining existing database infrastructure with defined procedures set out in the service level agreement• Knowledge of ITIL Best Practices



Job Title: Senior Database Administrator

The responsibility of the Senior Database Administrator is to provide assistance and direction to database administration personnel in designing, implementation and solving complex problems and requests.

This entails the following activities:

- provide direction with regard to the design, implementation, installation, maintenance and support of DBA related software and Database Management systems;
- applied research and development;
- influence strategic database administration issues;
- create new DBMS-related methodologies, system enhancement, standards, procedures and the implementation thereof;
- ensures that all foundation software packages in area of responsibility are at the correct release and function correctly;
- provides a complete consultancy service to Clients, colleagues and management;
- application support to Clients;
- training and development;
- quality assurance according to set standards and procedures; and
- project management.

Qualifications:

- Degree/Diploma in information technology or related field (preferred)
- MS-SQL database management (2008 / 2012): Design, administration, performance tuning and optimization, troubleshooting, backups and recovery, HA and DR models, etc.
- MS-SQL Server Integration Services (SSIS)
- MS-SQL Server Analysis Services (SSAS)
- MS-SQL Server Reporting services (SSRS)

Experience:

- 5-10 Years Relevant Experience
- VMware knowledge is required
- Communicate with all levels of users
- Relational database concepts and design (SQL)
- The ability to work in a team to ensure continuity of data infrastructure;
- Maintaining existing database infrastructure with defined procedures set out in the service level agreement
- Strong problem solving skills and optimization techniques
- Excellent oral and written communication skills
- Self-directed
- Knowledge of Project Management practices and methodologies.
- Knowledge of Enterprise Architecture concepts.
- Knowledge of application development methodologies, SDLC concepts and best practices
- Knowledge of ITIL Best Practices



B. Wide Area Network

Core Description
<p>Job Title: Network Technician</p>
<p>The responsibility of the Network Technician is to support and maintain the network hardware and data lines infrastructure.</p>
<p>This entails the following activities:</p> <ul style="list-style-type: none">• network short term planning;• hardware and data line support and maintenance, which include installation changes and updates;• fault diagnosis and correction;• network management functions for the improvement of the network performance;• ensure network security according to network security standards;• basic technical consultation and advice; and• quality assurance according to set standards and procedures.
<p>Qualifications:</p> <ul style="list-style-type: none">• CCNA• A+,• N+
<p>Experience:</p> <ul style="list-style-type: none">• Minimum of 3 Years Relevant Experience• VMware skill is essential• Must be able to work well in a Team.• Good communication skills and ability to build strong working relationships with all levels of staff and clients.• Good planning and organisation skills.• Able to function under pressure.• Openness to learning.• Analytical and problem solving skills. <p>Knowledge of ITIL Best Practices</p>



Job Title: Network Engineer

The Network Engineer specialises in support and maintenance of the network software and data line infrastructure.

This entails the following activities:

- a) call management, including problem and service requests;
- b) fault diagnosis, analysis and correction;
- c) provide proposal/quotes as per request;
- d) install network services as per request;
- e) provide specialist technical support where needed;
- f) escalate calls appropriately;
- g) Network 3rd line/senior level support:
 - ensure the availability of network infrastructure in order to provide new network services and to ensure network reliability (capacity and availability management);
 - ensure the reliability of network infrastructure in order to minimise the negativity effect on network service and Government service delivery in general;
 - design tuning and integration of network technologies;
 - configure network infrastructure in order to deliver the desired service;
 - install network hardware and software;
 - monitor the network pro-actively, log any problems on the appropriate system;
 - ensure network security standards are adhered to; and
 - co-ordinate network emergency procedures and recovery.
- h) Business management:
 - short term planning;
 - provide network trend and impact analysis;
 - supply and analyse network statistics;
 - stay abreast of new network services and strategies;
 - report daily, weekly, monthly on network availability; and
 - report monthly on network stability and capacity planning.
- i) Quality assurance
 - ensure SLAs are in place and work according to given timelines;
 - ensure all policies and procedures are adhered to; and
 - ensure that all work is quality-driven and documented.

Qualifications:

- 3 year diploma or better in information technology or related field (preferred)
- N+,
- CCNA or better



Experience:

- Minimum of 3 years' experience as a Network Technician specifically on Cisco infrastructure.
- Minimum of 1 years' experience with enterprise wireless solutions
- Minimum of 1 years' experience in configuring and maintaining firewall solutions
- Minimum of 1 years' experience working on VoIP systems.
- VMware skill is essential.
- Must have a good understanding of the following: Tracing and identifying network problems, configuring and troubleshooting VPNs, QoS, L2TP, PPTP, IPsec, Policy routing.
- Must be able to work well in a Team and individually.
- Good communication skills and ability to build strong working relationships with all levels of staff and clients.
- Good planning and organisation skills.
- Able to function under pressure.
- Openness to learning.
- Analytical and problem solving skills.
- Knowledge of ITIL Best Practices
- Report writing/documentation skills



C. Distributed Computing (LAN)

Core Description

Job Title: Network Administrator

The responsibility of the Network Administrator is to provide centralised or decentralised maintenance and IT support to the Client.

This entails the following activities:

- a) daily operations within this IT service includes:
 - i) maintenance and fault resolution;
 - ii) backup and recovery ;
 - iii) disaster recovery;
 - iv) user administration;
 - v) O/S or NOS administration;
 - vi) security administration; and
 - vii) capacity administration;
- b) problem analysis and management;
- c) service request management;
- d) system/solution implementation and support;
- e) provide specialist system support with regard to printing, e-mail, directory services, file services etc.;
- f) provide specialist infrastructure support with regards to Virtualization, SAN Storage and Archiving.
- g) monitoring, formal reporting and statistics;
- h) provide Client advice with regard to usage of equipment, available software solutions, use of applications and problem reporting;
- i) training and development of other support technicians; and
- j) quality assurance includes the continuous improvement of procedures and processes and adherence to set standards and procedures.

Qualifications:

- 3 year diploma or better in information technology or related field (preferred)
- MCSE/MCITP and one or more of the following:
 - A+ and N+
 - CCNA or better
 - Storage qualification
 - Virtualization qualification



Experience:

- Minimum of 3 years Relevant Experience
- Minimum two years 3rd line/senior level Exchange and Active Directory support experience in a large global organization.
- provide proposal/quotes as per request;
- provide specialist technical support where needed;
- Minimum 2 years' experience with Windows 2008, Active Directory
- Minimum 2 years' experience with SAN storage (preferably EMC)
- Minimum 2 years' experience with virtualisation (VMware)
- Knowledge of ITIL Best Practices
- Must be able to work well in a Team and individually
- Good communication skills and ability to build strong working relationships with all levels of staff and clients.
- Good planning and organisation skills.
- Able to function under pressure.
- Openness to learning.
- Analytical and problem solving skills.
- Report writing/documentation skills



D. Information System Security (ISS)

Core Description

Job Title: Information System Security Specialist/Administrator

The responsibility of Information System Security Specialist is to provide a total content management service to the Client in terms of information security.

This entails the following activities:

- a) managing operations (multiple sections or work teams) across a core business process or specialist/technical area on national or regional level;
- b) providing high-level service (internal and external) through management of process or specialist development work;
- c) efficiency and quality of service, production, processes or procedures through direct mobilisation and supervision of employees;
- d) planning, scheduling and supervising or coordinating a process, or of production of service flows to achieve efficiency and quality goals;
- e) installing and maintaining security (anti-virus, encryption etc.) products as per approved standards;
- f) installing and maintaining web filtering products as per approved standards;
- g) installing and maintaining mail filtering products as per approved standards;
- h) installing and maintaining public key infrastructure; and
- i) quality assurance entails developing and maintaining operating procedures in accordance to approved policies and standards.

Qualifications:

- CAP, CISSP, CISM, or equivalent certifications preferred
- 3 year diploma or better in information technology or related field (preferred)



Experience:

- 5 to 10 years of related experience
- VMware knowledge is required
- Experience in one of the following: Network Security, Computer Forensics, Physical Security, Gov't Computer Systems, Firewall/Router Management, Security Project Management, Network Vulnerability Analysis
- Familiar with multiple operating systems (Windows 20xx and Windows XP to 8, , Linux,)
- 5 years ISSM or ISSO experience
- Understand the regulations that encompass the SCI & collateral security process
- Knowledge of exploits, attacks, and tools used by hackers
- Familiar with secure implementations (VPNs, encryption technologies, IPSEC, V-LANS, wireless technologies)
- Knowledge of ITIL Best Practices
- Must be able to work well in a Team and individually.
- Good communication skills and ability to build strong working relationships with all levels of staff and clients.
- Good planning and organisation skills.
- Able to function under pressure.
- Openness to learning.
- Analytical and problem solving skills
- Report writing/documentation skills.



E. ICT Service Support

Core Description

Job Title: HEAT Senior Consultant

Qualifications:

- HEAT Classic, ITSM, and HEAT 20.x Certification
- ITIL V2 and V3 Foundation Certification

Experience:

- Minimum of 3 years HEAT Classic, ITSM, HEAT Voice, HEAT Discovery, DSM, and HEAT 20.x Experience
- Experience with Migrating HEAT Classic and ITSM Platforms to HEAT 20.x
- Dedicated Service Desk for Office Hours Support
- Registered HEAT Software Value Added Reseller (registered to sell and support HEAT Software products)



F. Infrastructure Administrator

Core Description

Job Title: Infrastructure Administrator

Purpose: To provide technical ICT support services through the resolution of incidents and problems as well as the performance of maintenance on the ICT Infrastructure.

Key outputs:

- Resolve incidents and problems related to responsibility in line with SLA's
- Perform maintenance and record and report any anomalies
- Maintain the ICT knowledgebase with identified problem and relevant solution
- Monitor ICT infrastructure and service continuously and report deficiencies on capacity, availability and continuity
- Implement change requests and update configuration baselines
- Collaborate with business to identify requirements
- Develop ICT technical and functional specifications for implementation
- Assist with the implementation and operationalisation of ICT systems.

Requirements:

- A Degree / National Diploma in Information Technology.
- At least 2 years' relevant experience
- 2 or more years of technical experiences in a client-server environment
- Blue Zone Emulator, VMWare, SIEM and Symantec End Point Licenses knowledge is required.
- Certifications related to specialization e.g. Microsoft Certification would be an added advantage.
- Knowledge of the following equipment and systems is required: Network Infrastructure and tools (CISCO), Security (Checkpoint, Symantec Antivirus), Microsoft Applications (AD, Exchange, F&P Services, SharePoint, SCOMS, SCCM, Desktop OS, Server OS and SQL), Storage Infrastructure (SAN, DAS, and NAS), Backup and Archiving (Commvault), Virtualization (VMWare) Database (SQL, TSQL, Report Services, SSIS)



Special Requirements and Conditions of Contract

NT012 - 2016

Appointment of a Service Provider(s) to Manage and Maintain National Treasury (NT) Information and Communication Technology (ICT) Software Licenses for a 3 Year Period.

CLOSING DATE: 18 JULY 2016

VALIDITY PERIOD: 90 DAYS

S U P P L Y C H A I N M A N A G E M E N T



A. SPECIAL CONDITIONS OF CONTRACT

This bid and all contracts emanating there from will be subject to the General Conditions of Contract issued in accordance with of the Treasury Regulations 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). The Special Conditions of Contract are supplementary to that of the General Conditions of Contract. Where, however, the Special Conditions of Contract are in conflict with the General Conditions of Contract, the Special Conditions of Contract prevail.

1. EVALUATION PROCESS

1.1 The evaluation process comprises the following stages:

1.1.1 *Stage 1: Initial screening process:*

During this phase bid documents will be reviewed to determine compliance with tax matters and whether original and valid tax clearance certificates have been submitted with the bid documents at closing date and time of bid.

1.1.2 *Stage 2: Technical Evaluation:*

- a.** Bids will be evaluated strictly according to the bid evaluation criteria stipulated in this section of the terms of reference. During this stage bidders' responses will be evaluated for functionality based on achieving a minimum score of 70 percent.
- b.** Bidders must, as part of their bid documents, submit supportive documentation for all technical requirements as indicated hereunder and must be available to present their proposal. The panel responsible for scoring the respective bids will evaluate and score all bids based on their submissions and the information provided.

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- c. Bidders will not rate themselves, but need to ensure that all information is supplied as required. The Bid Evaluation Committee (BEC) will evaluate and score all responsive bids and will verify all documents submitted by the bidders.
- d. The panel members will individually evaluate the responses received against the criteria as set out below:

Software License Measurement Criteria

Software Name	Weight	Accreditation Level	Number of Points
VMware (Virtualisation)	18%	Platinum	15
		Gold	10
		Silver	5
Symantec End Point (Anti-virus software)	18%	Platinum	15
		Gold	10
		Silver	5
HEAT (Incident management tool)	18%	Platinum	15
		Gold	10
		Silver	5
Checkpoint Firewalls (Firewall security)	18%	Platinum	15
		Gold	10
		Silver	5
SIEM (Monitoring tool for ALM servers)	18%	Platinum	15
		Gold	10
		Silver	5
Blue Zone Emulator (V6.1.5.2067)	10%	Platinum	15
		Gold	10
		Silver	5

Table 1: Software License Measurement Criteria

(NT012-2016) SPECIAL CONDITIONS OF CONTRACT: APPOINTMENT OF A SERVICE PROVIDER(S) TO MANAGE AND MAINTAIN NT ICT SOFTWARE LICENSES FOR A 3 YEAR PERIOD.

- %VMware = (Number of Points / Weight) X 100
- %Symantec End Point = (Number of Points / Weight) X 100
- %HEAT = (Number of Points / Weight) X 100
- %Checkpoint Firewalls = (Number of Points / Weight) X 100
- % SIEM = (Number of Points / Weight) X 100
- % Blue Zone Emulator = (Number of Points / Weight) X 100

Total Software License Measurement Criteria Calculation = (%VMware + %Symantec End Point + % HEAT + %Checkpoint Firewalls + % SIEM + % Blue Zone Emulator) / 100

Summary of Technical Evaluation Criteria

Evaluation Criteria	Weight	Scoring Criteria
Software license accreditations (Companies should indicate their accreditation to the Originally Equipped Manager (OEM)). Scoring will be based on table Software License Measurement Criteria	15	5 = 81% ≤ 100% 4 = 61% ≤ 80% 3 = 41% ≤ 60% 2 = 21% ≤ 40% 1 = 0% ≤ 20%
Company Experience (Scoring criteria will be based on the proof of implementation; expertise; and Proven Technical Competencies (aligned to the services to be rendered))	40	5 = Excellent (More than 5 (proof of implementation; expertise; and Proven Technical Competencies (aligned to the services to be rendered))) 4 = Very Good (4 X (proof of implementation; expertise; and Proven Technical Competencies (aligned to the services to be rendered))) 3 = Good (3 X (proof of implementation; expertise; and Proven Technical Competencies (aligned to the services to be rendered))) 2 = Below average(1 X (proof of implementation; expertise; and Proven Technical Competencies (aligned to the services to be rendered))) 1 = Poor (No proof of implementation; expertise; and Proven Technical Competencies (aligned to the services to be rendered)))
Resource Experience (companies should indicate their level of skills to the product incl. an indication of	30	5 = More than 50 Score and above 4 = 30 to 49 Scores

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their years of relevant experience relating thereto). Scoring criteria will be based on the skill matrix scoring table under Annexure A of this document.		3 = 21 – 30 Scores 2 = 12 – 20 Scores 1 = 0 – 11 Scores
Plan and approach to provide on-site support.	15	5 = Excellent 4= Very Good 3 = Good 2 = Below average 1 = Poor
Total	100	
Threshold	70%	

Table 2: Summary of Technical Evaluation Criteria

- e. Each panel member will rate each individual criterion on the score sheet using the following scale examples or as indicated in a Table 2 above:

1–Poor; 2–Below Average, 3–Good, 4–Very Good, 5–Excellent

- f. The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These marks will be added and expressed as a fraction of the best possible score for all criteria.
- g. This score will be converted to a percentage and **only** bidders that have met or exceeded the minimum threshold of 70 percent for functionality will be evaluated and scored in terms of pricing and socio economic goals as indicated hereunder.
- h. Any proposal not meeting a minimum score of 70 percent technical proposal will be disqualified and the financial proposal will remain unopened.

1.1.3 Stage 3: Price/Financial stage:

Price will be evaluated as indicated below (paragraph 2).



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2. EVALUATION CRITERIA

- a. In terms of regulation 5 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated by the State on the 90/10-preference point for Broad-Based Black Economic Empowerment in terms of which points are awarded to bidders on the basis of:
- The bid price (maximum 90 points)
 - Broad-Based Black Economic Empowerment as well as specific goals (maximum 10 points)
- b. The following formula will be used to calculate the points for price in respect of bidders with a Rand value above R1 000 000:

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

Where

P_s = Points scored for comparative price of bid under consideration

P_t = Comparative price of bid under consideration

P_{\min} = Comparative price of lowest acceptable bid

A maximum of 10 points may be awarded to a bidder for being a Broad-Based Black Economic Empowerment and/or subcontracting with a Broad-Based Black Economic Empowerment stipulated in the Preferential Procurement regulations. For this bid the maximum number of Broad-Based Black Economic Empowerment status that could be allocated to a bidder is indicated in paragraph 2.1.

- c. The State reserves the right to arrange contracts with more than one contractor.
- d. It is the Government's intention to promote the following Broad-Based Black Economic Empowerment with this bid, and the points to be allocated are indicated against each level of contributor:

2.1 POINTS

The Preferential Procurement Policy Framework Act 2000 (PPPFA) Regulations were gazetted on 8 June 2011 (No. 34350) and effective from 7 December 2011. These regulations require bidders to submit valid original or certified copies of their B-BBEE Status Level Certificates from a SANAS accredited verification agency and accredited Auditing firm, the 90/10 preference points systems will be applied in accordance with the formula and applicable points provided for in the respective status level contributor tables in the Regulations.

B-BBEE Status Level of Contributor	Number of points (90/10 system)
1	10
2	9
3	8
4	5
5	4
6	3
7	2
8	1
Non-complaint contributor	0

Table 3: B-BBEE Status Level and Points Allocation

Failure to capture the required status level and to submit the required B-BBEE status level certificates will lead to a zero (0) status level for non-compliant service providers.

- a. The points scored by a bidder in respect of the points indicated above will be added to the points scored for price.
- b. Bidders are requested to complete the various preference claim forms in order to claim preference points.
- c. Only a bidder who has completed and signed the declaration part of the preference claim form will be considered for B-BBEE status.
- d. Supply Chain Management may, before a bid is adjudicated or at any time, require a bidder to substantiate claims it has made with regard to B-BBEE status.

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- e. Points scored will be rounded off to the nearest 2 decimals.
- f. In the event that two or more bids have scored equal total points, the contract will be awarded to the bidder scoring the highest number of points for B-BBEE status. Should two or more bids be equal in all respects, the award shall be decided by drawing of lots.
- g. A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.

2.2 Pricing Schedule for Support should be costed as follows:

Software Name	Resource Level	Turn Around Time (Rates)			
		30 Minutes	1 Hour	Half a Day	1 Day
VMware (Virtualisation)	Senior Database Administrator				
	Database Administrator				
	Network Administrator				
	Infrastructure Administrator				
Symantec End Point (Anti-virus software)	Network Administrator				
	Information Security Specialist/Administrator				
	Senior Database Administrator				
	Infrastructure Administrator				
HEAT	Senior HEAT Consultant				
Checkpoint Firewalls (Firewall security)	Information Security Specialist/Administrator				
SIEM (Monitoring tool for Servers)	Network Administrator				
	Information Security Specialist/Administrator				
	Senior Database Administrator				
	Infrastructure Administrator				
Blue Zone Emulator	Infrastructure Administrator				

Table 4: Pricing Schedule for Resource Support



3. MANDATORY REQUIREMENTS

- The bidder must submit copies of identity documents of directors or shareholders of the company who will be responsible for this project with the bid documents at the closing date and time of the bid, and failure to do so your bid may not be considered;
- Tax clearance certificate as per paragraph 4;
- Registration summary report from Central Supplier Database;
- Proof of Software License Accreditation Level (Status), e.g. Platinum/Gold/Silver/ etc.;
- Submit the CV's of the proposed personnel; and
- Attend the Compulsory Briefing Session.

Failure to adhere to the above mentioned mandatory requirements will/ may lead to disqualification of the bid.

4. TAX CLEARANCE CERTIFICATE

An original and valid Tax Clearance Certificate issued by the South African Revenue Services certifying that the taxes of the bidder are in order must be submitted at the closing date and time. Failure to comply with this condition will invalidate the bid.

5. VALUE ADDED TAX

All bid prices must be inclusive of 14% Value-Added Tax.

6. REGISTRATION

Latest proof of company registration from Companies and Intellectual Property Commission (CIPC) must be submitted in the form of certified copies of the relevant registration documents.



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7. CLIENT BASE

7.1 Bidders must have specific experience in submit at least three recent references (in a form of written proof (s) on their company's letterhead including relevant person (s), telephone, fax numbers and e-mails) of similar work undertaken.

7.2 National Treasury reserves the right to contact references during the evaluation and adjudication process to obtain information.

8. SHAREHOLDERS/DIRECTORS PORTFOLIO

The bidder shall submit copies of the company's shareholding portfolio with the bid documents at the closing date and time of the bid.

9. COMMUNICATION

Supply Chain Management will communicate with bidders for, among others, where bid clarity is sought, to obtain information or to extend the validity period. Any communication either by facsimile, letter or electronic mail or any other form of correspondence to any government official, department or representative of a testing institution or a person acting in an advisory capacity for the National Treasury in respect of this bid between the closing date and the award of the bid by the bidder is prohibited.

10. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Special Conditions by bidders will result in invalidation of such bids.

11. PROHIBITION OF RESTRICTIVE PRACTICES

a. In terms of section 4(1) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is/ are or a contractor(s) was/were involved in:

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- directly or indirectly fixing a purchase or selling price or any other trading condition;
 - dividing markets by allocating customers, suppliers, territories or specific types of goods or services; or
 - collusive bidding.
- b. If a bidder(s) or contractor(s), in the judgment of the purchaser, has/have engaged in any of the restrictive practices referred to above, the purchaser may, without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered or terminate the contract in whole or in part and refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

12. FRONTING

- a. The National Treasury 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 National Treasury condemns any form of fronting.
- b. The National Treasury, 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.
- c. 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 years, in addition to any other remedies the National Treasury may have against the bidder/contractor concerned.



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13. PRESENTATION

National Treasury may require presentations/interviews from short-listed bidders as part of the evaluation process.

14. A COMPULSORY BRIEFING SESSION

The compulsory briefing session associated with this bid will be held on the following date:

Date: 05 July 2016

Time: 10:00am – 12:00am

Venue: 240 Madiba Street, 4th Floor, Room 401

NB. No bids will be considered from a bidder that fails to attend the compulsory briefing session.

15. TIMEFRAMES AND FORMAL CONTRACT

Successful bidder(s) will be required to enter into formal contract with the National Treasury.

16. PACKAGING OF BID

The bidder shall place both the sealed Technical Proposal and Price/Financial Proposal envelopes into an outer sealed envelope or package, and must be clearly marked as follows:

17. FUNCTIONALITY/TECHNICAL PROPOSAL

Bid No: NT012-2016

Description: Appointment of a Service Provider to manage and maintain NT ICT Software Licenses and provide support for a 3 Year Period.

Bid closing date and time: 18 July 2016 at 11h00.

NB: No late bids will be accepted, such bids will be returned to the bidder unopened.

Name and address of the bidder:



(NT012-2016) SPECIAL CONDITIONS OF CONTRACT: APPOINTMENT OF A SERVICE PROVIDER(S) TO MANAGE AND MAINTAIN NT ICT SOFTWARE LICENSES FOR A 3 YEAR PERIOD.

In this envelope, the bidder shall only address the technical aspects of the bid and **Annexure A** service provider's forms also to be completed.

17.1 PRICE/ FINANCIAL PROPOSAL

Bid No: NT012-2016

Description: Appointment of a Service Provider to Manage and Maintain NT ICT Software Licenses for a 3 Year Period.

Bid closing date and time: 18 July 2016 at 11h00.

NB: No late bids will be accepted, such bids will be returned to the bidder unopened.

Name and address of the bidder:

In this envelope, the bidder shall provide the price/financial proposal.

The Technical Proposal envelope and the Price/Financial Proposal envelope shall contain one soft copy, one original hard copy document, clearly marked "Original", and four (4) hardcopies, clearly marked "Copy" (i.e. five documents plus the soft copy to be included in each envelope).

18. CONTACT DETAILS

Supply Chain Management, 4th floor at National Treasury,

Private Bag x 115, Pretoria, 0001

Physical address: 240 Madiba Street (Vermeulen), Pretoria

For General enquiries: Mthokozisi Ngcobo / Neo Hara

E-mail: Mthokozisi.Ngcobo@treasury.gov.za / Neo.Hara@treasury.gov.za

For Technical enquiries: Palesa Radebe / Tshupo Motolla



(NT012-2016) SPECIAL CONDITIONS OF CONTRACT: APPOINTMENT OF A SERVICE PROVIDER(S) TO MANAGE AND MAINTAIN NT ICT SOFTWARE LICENSES FOR A 3 YEAR PERIOD.

Email: Palesa.Radebe@treasury.gov.za/ Tshepo.Motolla@treasury.gov.za



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ANNEXURE I TECHNICAL PROPOSAL

Annexure I1: Details of Service Provider
Annexure I2: Service Provider Profile



(NT012-2016) SPECIAL CONDITIONS OF CONTRACT: APPOINTMENT OF A SERVICE PROVIDER(S) TO MANAGE AND MAINTAIN NT ICT SOFTWARE LICENSES FOR A 3 YEAR PERIOD.

ANNEXURE I.1: DETAILS OF SERVICE PROVIDER

Item	Detail	Description
Service Provider's Name		Name of the organization or individual submitting this bid
Service Provider's Postal Address		Box number
		Suburb
		Postal code
Service Provider's Street Address		Number and street name
		Suburb
		Town/city
		Postal code
Service Provider's Telephone Number		Code and number, e.g. 012 488 9999
Service Provider's Facsimile Number		Code and number, e.g. 012 488 9999
Service Provider's Registration Number		Company registration number if Applicable
Service Provider's VAT Registration Number		If applicable
Service Provider's SARS Tax Number		
Service Provider's Tax Clearance Certificate Expiry Date		yyyy-mm-dd, e.g. 2010-03-04
Contact Person		Contact person for this bid
Contact Person's Cell Phone Number		Number ,e.g. 088 345 6789
Contact Person's Email Address		
Name of Person Signing this Bid		Full name
Date of Signature of the Bid		yyyy-mm-dd, e.g. 2010-03-04
Capacity Under which this Bid is Signed		Director, member, individual, etc.
Signature		Sign here



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Notes:

- If the postal address is the same as the street address, leave the postal address fields blank.
- When completed, print a copy and sign. Submit the signed copy as part of the bid.
- This form must be completed irrespective of whether the bidder is an individual or an organization.



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ANNEXURE I.2: SERVICE PROVIDER PROFILE

Service Provider's Relevant Experience (maximum 10 one sentence bullet points)

-
-
-
-
-
-
-
-
-
-

Service Provider's Areas of Expertise (maximum 10 one sentence bullet points)

-
-
-
-
-
-
-
-
-
-



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Locations of Service Provider's Offices in SA (names of towns only)

Service Provider's Support Structure (administration, secretarial etc.)

Service Provider's Financial Data (current asset value, P&L summary)

Service Provider's Date of Foundation (yyyy-mm-dd, e.g. 2010-03-04)

Service Provider's BEE Shareholding (names and %)

Service Provider's Foreign Shareholding (names, nationality and %)

Service Provider Name	
Representative's Name	
Representative's Signature	
Date of Signature	

Notes:

When completed, print a copy and sign. Submit the signed copy as part of the bid

(NT012-2016) SPECIAL CONDITIONS OF CONTRACT: APPOINTMENT OF A SERVICE PROVIDER(S) TO MANAGE AND MAINTAIN NT ICT SOFTWARE LICENSES FOR A 3 YEAR PERIOD.

ANNEXURE A: SKILLS MATRIX

Resource Experience Evaluation Criteria for Skill Set:

License Name	Resource Roles	Years of Experience	Score
VMware (Virtualisation)	Senior Database Administrator	More than 10 Years	5
		5 to 10 Years	4
		More than 3 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Database Administrator	More than 10 Years	5
		5 to 10 Years	4
		More than 3 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Network Administrator	More than 10 Years	5
		5 to 10 Years	4
		More than 3 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Infrastructure Administrator	More than 10 Years	5
		5 to 10 Years	4
		More than 3 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
Symantec End Point (Anti-virus)	Network Administrator	More than 10 Years	5
		5 to 10 Years	4
		More than 3 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Senior Database Administrator	More than 10 Years	5
		5 to 10 Years	4
		More than 3 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Information Security Specialist/Administrator	More than 10 Years	5
		5 to 10 Years	4
		More than 3 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Infrastructure Administrator	More than 10 Years	5
		5 to 10 Years	4
		More than 3 Years	3
		2 to 3 Years	2

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HEAT (Incident management tool)	Senior HEAT Consultant	1 to 2 Years	1
		More than 10 Years	5
		5 to 10 Years	4
		More than 3 Years	3
		2 to 3 Years	2
Checkpoint Firewalls (Firewall security)	Information Security Specialist/Administrator	1 to 2 Years	1
		More than 10 Years	5
		5 to 10 Years	4
		More than 3 Years	3
		2 to 3 Years	2
SIEM (Monitoring tool for ALM servers)	Network Administrator	1 to 2 Years	1
		More than 10 Years	5
		5 to 10 Years	4
		More than 3 Years	3
		2 to 3 Years	2
	Senior Database Administrator	1 to 2 Years	1
		More than 10 Years	5
		5 to 10 Years	4
		More than 3 Years	3
		2 to 3 Years	2
	Information Security Specialist/Administrator	1 to 2 Years	1
		More than 10 Years	5
		5 to 10 Years	4
		More than 3 Years	3
		2 to 3 Years	2
Infrastructure Administrator	1 to 2 Years	1	
	More than 10 Years	5	
	5 to 10 Years	4	
	More than 3 Years	3	
	2 to 3 Years	2	
Blue Zone Emulator	Infrastructure Administrator	1 to 2 Years	1
		More than 10 Years	5
		5 to 10 Years	4
		More than 3 Years	3
		2 to 3 Years	2
		1 to 2 Years	1

Table 5: Resource Experience Evaluation Criteria for Skill Set

NOTE:



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In instances where a bidder submitted more than one CV per role, only one CV for the most experience resource per role will be considered.

Resource Experience Evaluation Criteria Scoring Calculation Formulae:

Total Senior Database Administrator score = (Senior Database Administrator VMware score + Senior Database Administrator Symantec End Point score)

Total Network Administrator score = (Network Administrator VMware + Network Administrator Symantec End Point + Network Administrator SIEM)

Total Information Security Specialist/Administrator score = (Information Security Specialist/Administrator Symantec End Point + Information Security Specialist/Administrator Checkpoint Firewalls + Information Security Specialist/Administrator SIEM)

Total Senior HEAT Consultant score = (Senior HEAT Consultant)

Total Infrastructure Administrator score = (Infrastructure Administrator VMware + Infrastructure Administrator Symantec End Point + Infrastructure Administrator SIEM + Infrastructure Administrator Blue Zone Emulator)

Total Bidder Resource Score = Total Senior Database Administrator score + Total Network Administrator score + Total Information Security Specialist/Administrator score + Total Senior HEAT Consultant score + Total Infrastructure Administrator score

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER: **BID NO: NT012-2016**

CLOSING TIME 11:00 ON 18 JULY 2016

OFFER TO BE VALID FOR 60 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY INCLUSIVE OF VALUE ADDED TAX
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Appointment of a Service Provider(s) to Manage and Maintain National Treasury (NT) Information and Communication Technology (ICT) Software Licenses for a 3 Year Period.

- Services must be quoted in accordance with the attached terms of reference and the below pricing schedule table:

Software Name	Resource Level	Turn Around Time (Rates)			
		30 Minutes	1 Hour	Half a Day	1 Day
VMware (Virtualisation)	Senior Database Administrator				
	Database Administrator				
	Network Administrator				
	Infrastructure Administrator				
Symantec End Point (Anti-virus software)	Network Administrator				
	Information Security Specialist/Administrator				
	Senior Database Administrator				
	Infrastructure Administrator				
HEAT	Senior HEAT Consultant				
Checkpoint Firewalls (Firewall security)	Information Security Specialist/Administrator				
SIEM (Monitoring tool for Servers)	Network Administrator				
	Information Security Specialist/Administrator				
	Senior Database Administrator				
	Infrastructure Administrator				
Blue Zone Emulator	Infrastructure Administrator				

Total cost of the assignment (R inclusive VAT)

R.....

NB: Bidders are also advised to indicate a total cost breakdown for this assignment.

The financial proposal for this assignment should cover for all assignment activities and outputs enumerated above.

2. Period required for commencement with project after acceptance of bid _____
3. Are the rates quoted firm for the full period? Yes/No
4. If not firm for the full period, provide details of the basis on which Adjustments will be applied for, for example consumer price index.

Any enquiries regarding bidding procedures may be directed to –

Department: National Treasury

Contact Person: Mthokozisi Ngcobo

E-mail address: Mthokozisi.Ngcobo@treasury.gov.za

Any enquiries regarding technical enquiries may be directed to –

Contact Person: Palesa Radebe / Tshepo Motolla

Email: Palesa.Radebe@treasury.gov.za / Tshepo.Motolla@treasury.gov.za

PLEASE REFER TO THE ATTACHED TERMS OF REFERENCE FOR MORE INFORMATION.